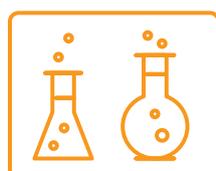
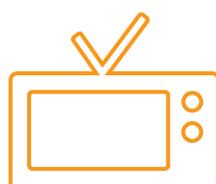
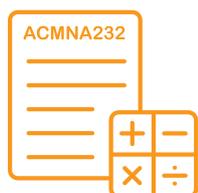


# Train the Trainer Guide

## ClickView Online (K-12)



Q + A



## Introduction

ClickView has successfully been introduced to thousands of schools across Australia, New Zealand and the UK and now leads the way as the education industry's leading cloud-based video management system.

At ClickView, we understand that successful software implementation in education environments is down to the after sales support and training provided to your staff. We aim to ensure that your end user's experience of our product is as easy and accessible as possible.

ClickView is happy to provide onsite professional development for all our schools, however, when this is not possible we like to provide you with as many methods as possible to upskill your team. This includes remote live professional development, on demand webinars, and professional development resources such as this Train the Trainer guide. If you would like more information about our professional development resources, please do not hesitate to contact us at:

[training@clickview.com.au](mailto:training@clickview.com.au)

T: (+61) 02 9509 2600

ClickView Pty Limited  
Suite 125 Jones Bay Wharf  
26-32 Pirrama Road  
Pyrmont NSW 2009

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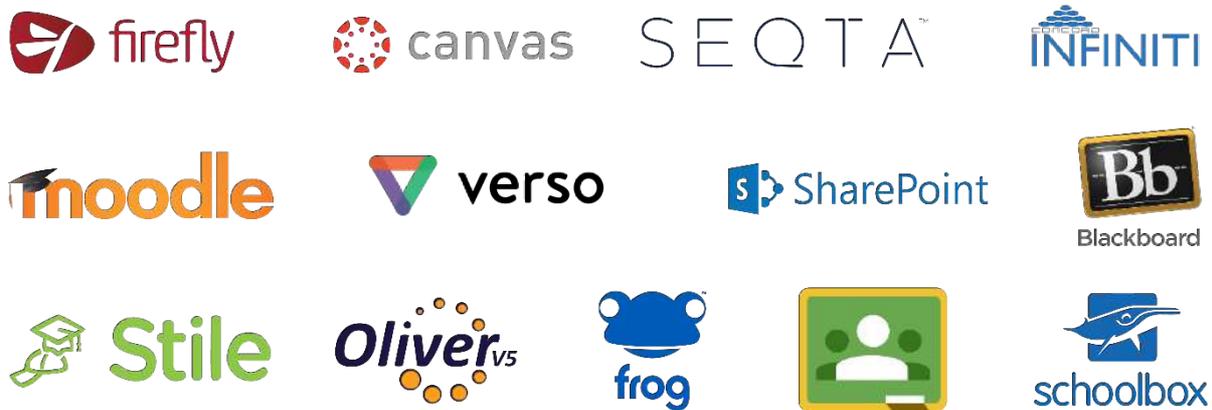
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## ClickView Overview

### ClickView Access

ClickView understands that school IT ecosystems are a complicated place with many pieces of software trying to access the same resources; such as learning management systems (LMS) or library cataloguing systems (LCS). It is for this reason that ClickView has partnered with the world's leading education software companies to produce free plugins that enable your staff to integrate rich video content from ClickView into their lesson plans and research tasks. ClickView highly recommends that all users transfer to one of the preferred access methods described above to avoid any system conflicts.

Although ClickView Online is the preferred access medium for many of our users it is not the only way to access ClickView. ClickView also has free mobile apps for all up-to-date iOS, Android and Windows devices; making it easier than ever to create, share, and enrich video content.

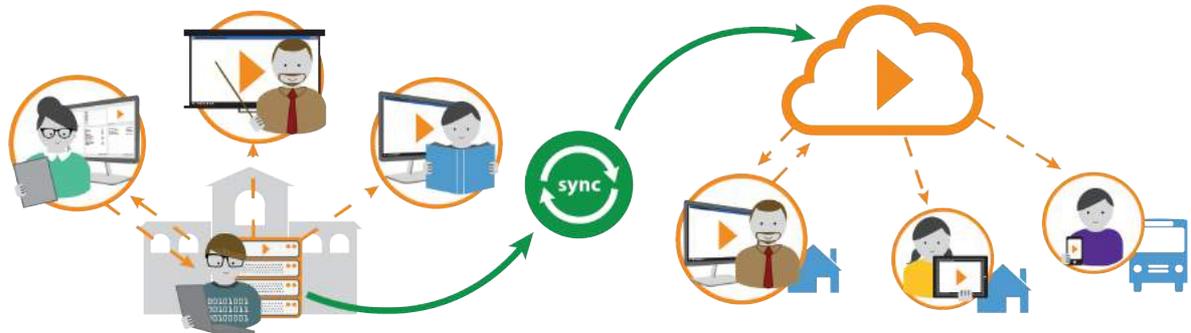


#### **ClickView's 2016 software integration partners**

*Note: If your school's LMS or LCS is not listed above please contact your ClickView Advisor.*

## ClickView Online

ClickView Online allows teachers and students access to their video library over the Internet. You can choose the titles that you wish to synchronise to our server so that they can be accessible anytime, anywhere, through web browsers and/or apps.



## Logging into ClickView Online

Your Institution will access ClickView Online using one of three methods:

Through <http://online.clickview.com.au> (Australian Region), <http://online.clickview.co.nz> (New Zealand Region) or <http://online.clickview.co.uk> (UK Region).

If your institution has adopted Single Sign On (SSO) for ClickView Online, you will need to login via the unique website created by your System Administrator- you will automatically be forwarded on to this when entering your e-mail address in to ClickView Online. If users are unsure whether or not Single Sign On has been set up or is active at their institution, they should contact the Systems/ClickView Administrator at the institution for clarification on this before proceeding any further.

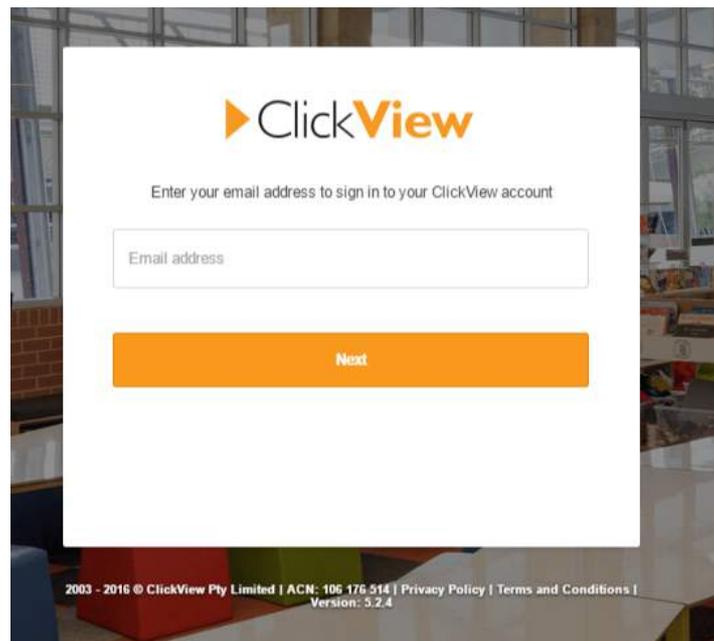
### ***What is Single Sign On?***

Single Sign On (SSO) is a session/user authentication process that permits a user to enter one name and password in order to access multiple applications. The process authenticates the user for all the applications they have been given rights to and eliminates further prompts when they switch applications during a particular session.

### ***Presenter Top Tips***

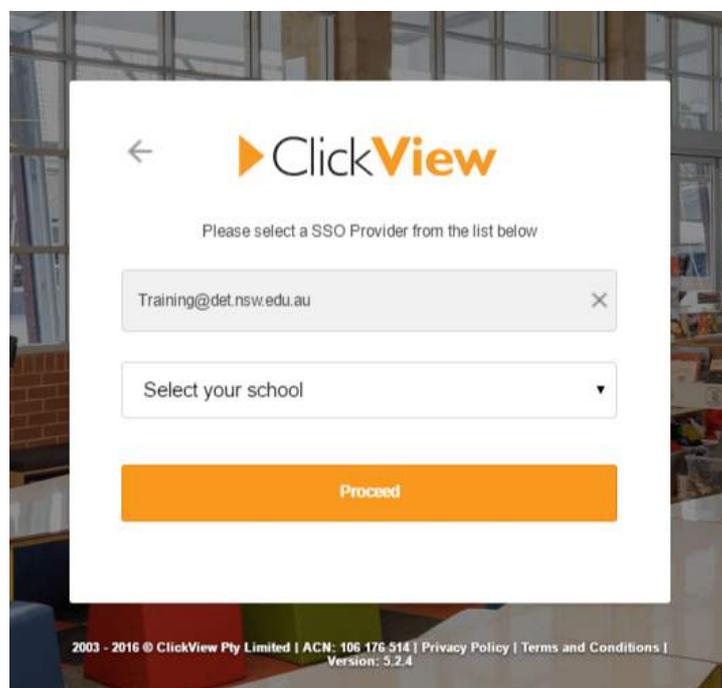
- Before starting your training session, ensure you are clear on how your institution's authentication process is configured.
- If your institution is not set up for SSO, please contact: ClickView Technical support (+61) 02 9509 2600 or book an appointment at [clickview.com.au/appointment](http://clickview.com.au/appointment)

Enter your school email address in the sign in box and click the **'Next'** button.



The image shows a mobile application sign-in screen for ClickView. At the top is the ClickView logo. Below it, the text reads "Enter your email address to sign in to your ClickView account". There is a text input field labeled "Email address". Below the input field is a large orange button labeled "Next". At the bottom of the screen, there is a footer with the text: "2003 - 2016 © ClickView Pty Limited | ACN: 106 176 514 | Privacy Policy | Terms and Conditions | Version: 5.2.4".

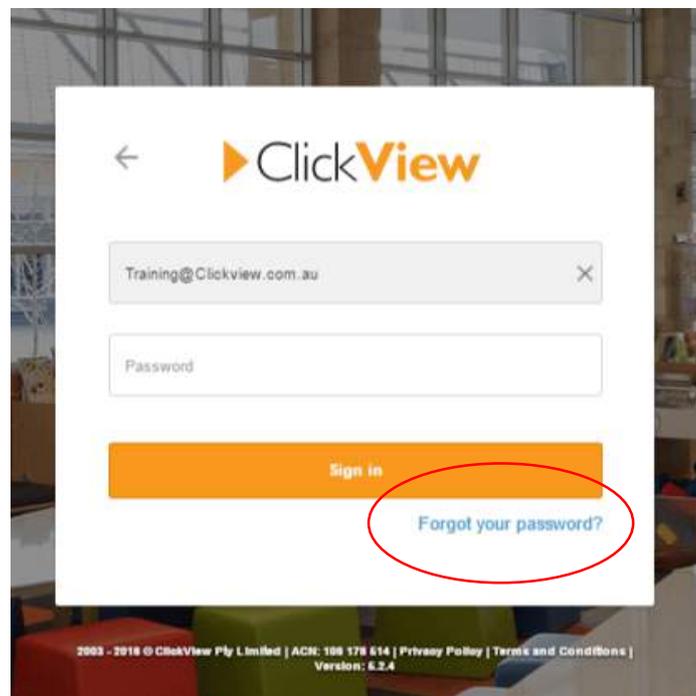
If you are part of a group of schools which use the same email address format you will then be prompted to select your school from your group listings. If your school is not configured for SSO select **'My School doesn't use Single Sign On'** from the bottom of the menu to continue.



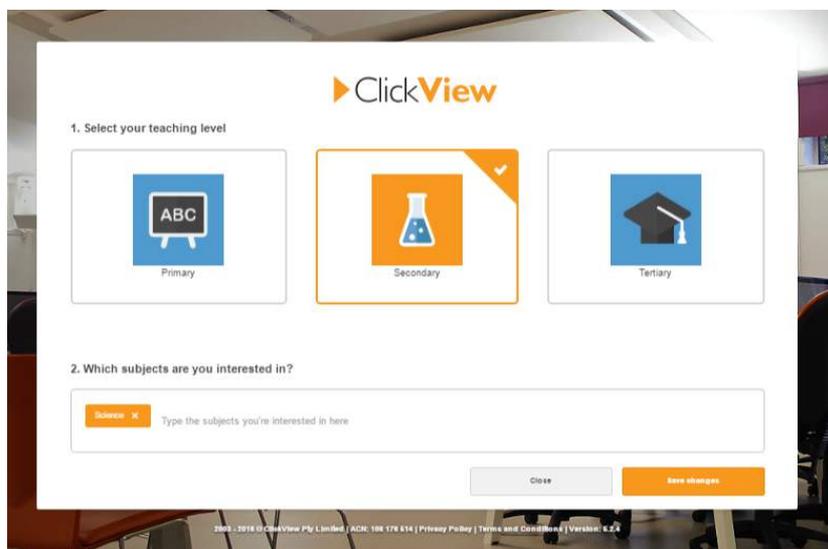
The image shows a mobile application screen for selecting an SSO provider. At the top left is a back arrow. To its right is the ClickView logo. Below the logo, the text reads "Please select a SSO Provider from the list below". There is a text input field containing "Training@det.nsw.edu.au" with a close button (X) on the right. Below this is a dropdown menu labeled "Select your school". At the bottom is a large orange button labeled "Proceed". At the bottom of the screen, there is a footer with the text: "2003 - 2016 © ClickView Pty Limited | ACN: 106 176 514 | Privacy Policy | Terms and Conditions | Version: 5.2.4".

If your school uses SSO and you haven't already been authenticated for your session you will now be prompted to log in.

If you encounter any authentication or login problems to ClickView Online, click on the '**Forgot your password**' link in order to reset your password. If you still encounter authentication or access problems, contact the ClickView Administrator at your institution or ClickView Technical Support.



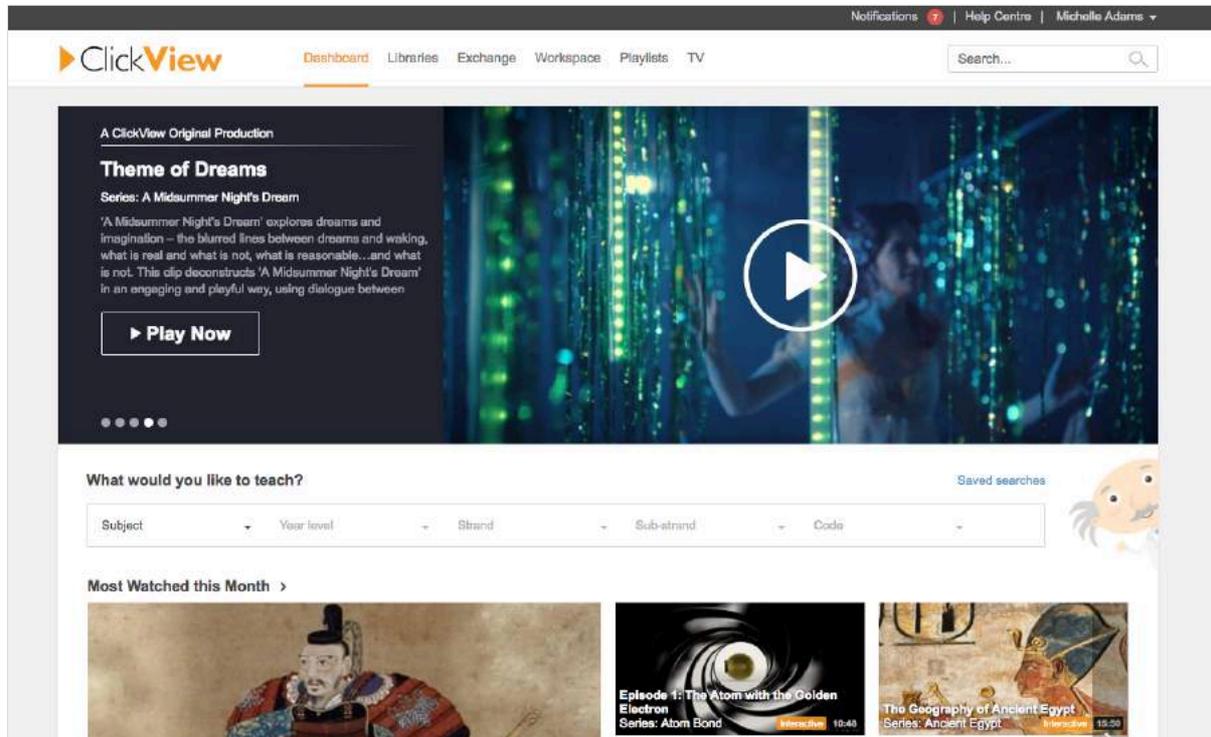
The first time you log in, you will be asked to select the age range you teach and your subject preferences. This enables ClickView to highlight content that may be of specific interest to you.



# ClickView Online Navigation

## Introduction

Once logged into ClickView Online you will land on the ClickView Dashboard.

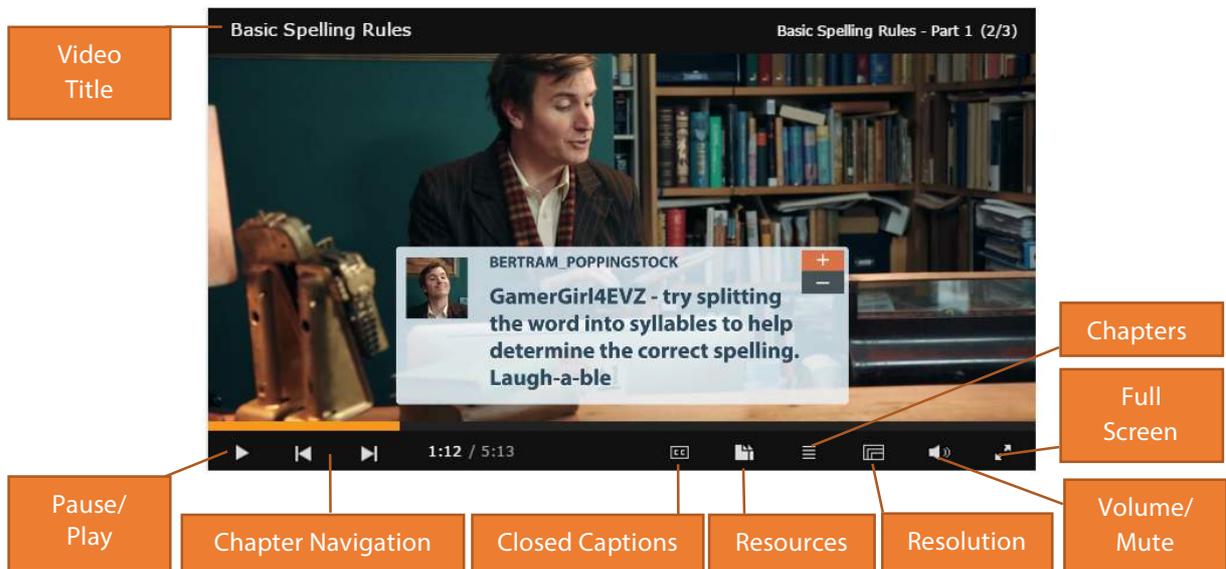


Whilst conducting your ClickView professional development session it is important to keep a clear direction. ClickView would recommend the following order:

1. Web Player
2. Library overview
3. Playlists
4. Curriculum mapping and Albert
5. ClickView Exchange
6. Workspace
7. ClickView TV
8. ClickView Interactive Videos

## Web Player

ClickView Online videos are played through the ClickView Web Player (see below).

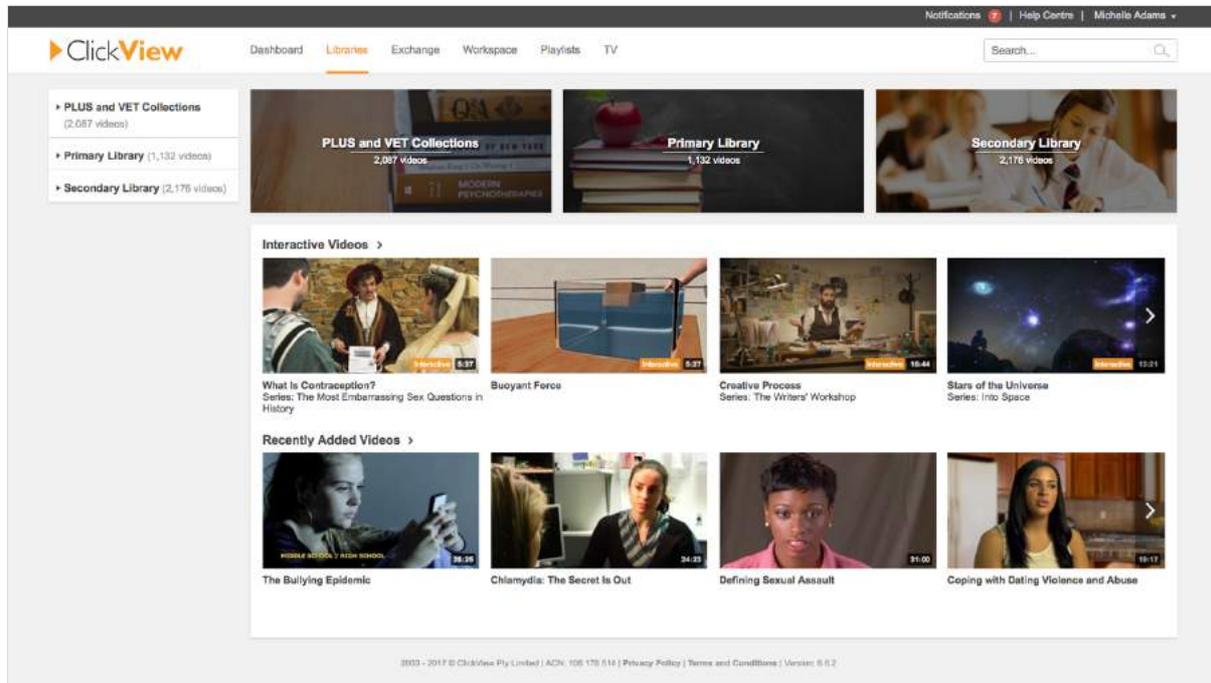


It is important to highlight all controls for the Web Player at the start of your session. The video controls are designed to have a familiar and intuitive feel. Many teachers may be unaware of the controls that are unique to ClickView e.g. Resources, Chapters, Resolution, Closed Captions.

### *Presenter Top Tips*

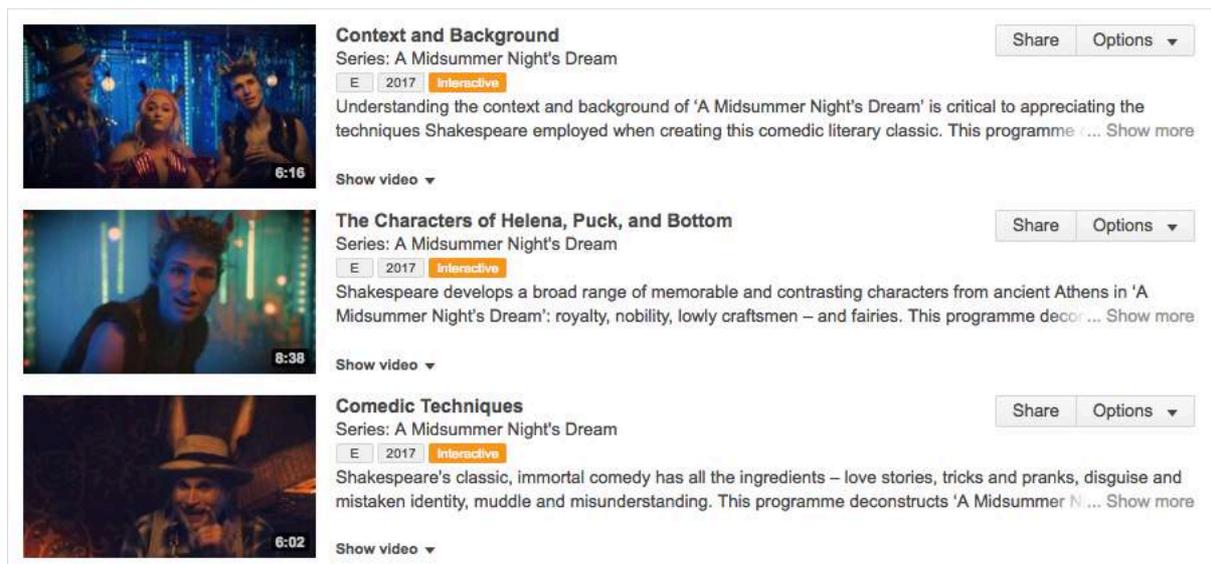
- Highlight the '**Closed Captions**' button (cc) as this is very useful for students with hearing impairments or students of English as a second language (ESL students).
- Please note it is always better to watch videos in the highest resolution possible, however most school projectors are not capable of projecting an image higher than 480p.
- If streaming a video from the Internet it is often useful to decrease the resolution to increase the buffering speed, this will also reduce data usage.

# Library Overview



Your school's ClickView Library is a unique collection that can be found by clicking on the **'Libraries'** tab on the top left of the ClickView Online home screen. You can browse the library by selecting from the file structure found on the left hand side of the library screen or by typing keywords into the search box.

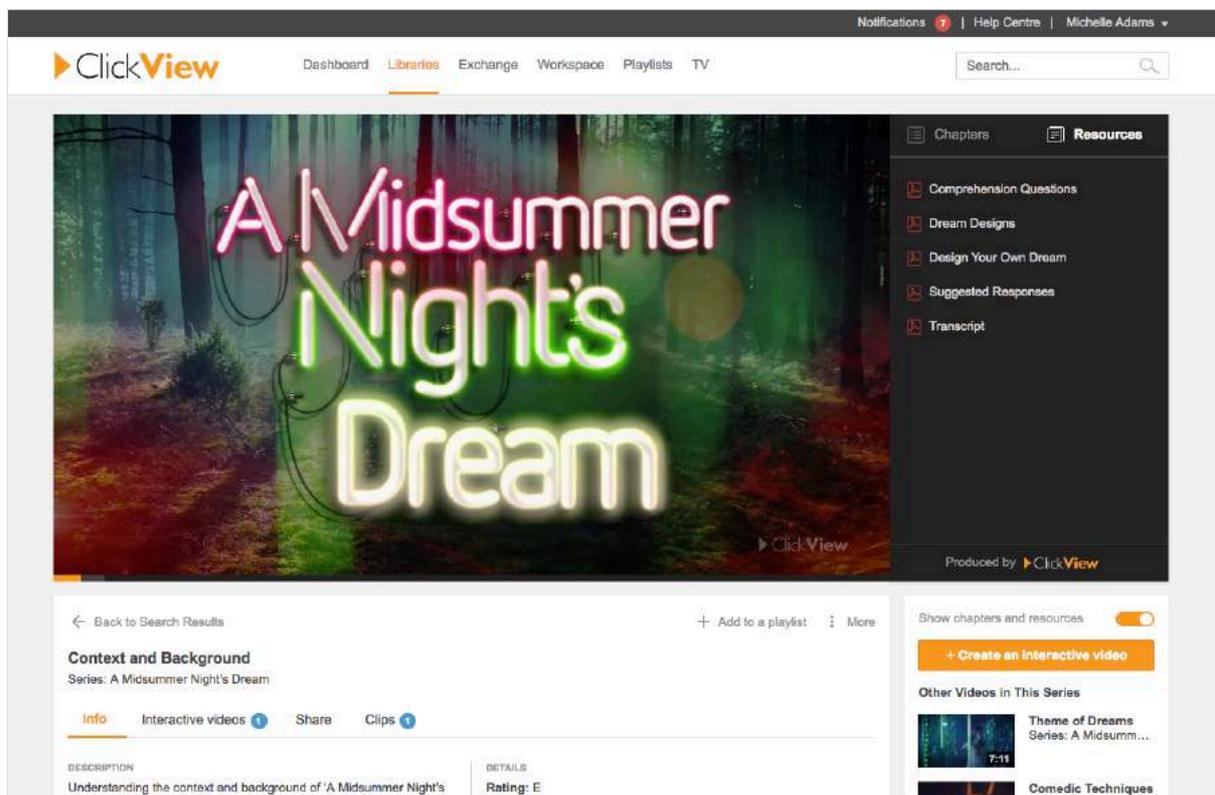
Once you have found the video you are looking for, select the title or the thumbnail image to open the video page.



### Presenter Top Tips

- It is important to point out at this stage that only your institution's library is delivered from the Local Cache stored on your LAN.
- In all other areas of ClickView the videos are sourced from the Internet, and for this reason it is important to encourage staff to add videos to the library.

The video page will display the library folders to the left and the Web Player in the middle of the screen. In addition to the resources button found at the bottom of the Web Player window the resources for the video can also be found in the resources list on the right hand side (or below the video if your screen resolution is low). To download any of the resources tagged to a video, click on the resource you wish to view. The resource will download to your Internet browser's downloads folder.



The screenshot displays the ClickView web interface. At the top, there is a navigation bar with the ClickView logo and menu items: Dashboard, Libraries, Exchange, Workspace, Playlists, and TV. A search bar is located on the right. The main content area features a video player with a forest background and the title 'A Midsummer Night's Dream' in glowing text. To the right of the video player is a 'Resources' panel with a list of items: Comprehension Questions, Dream Designs, Design Your Own Dream, Suggested Responses, and Transcript. Below the video player, there is a 'Context and Background' section with a description: 'Understanding the context and background of A Midsummer Night's'. On the right side, there are additional options like 'Show chapters and resources', '+ Create an interactive video', and 'Other Videos in This Series' with thumbnails for 'Theme of Dreams' and 'Comedic Techniques'.

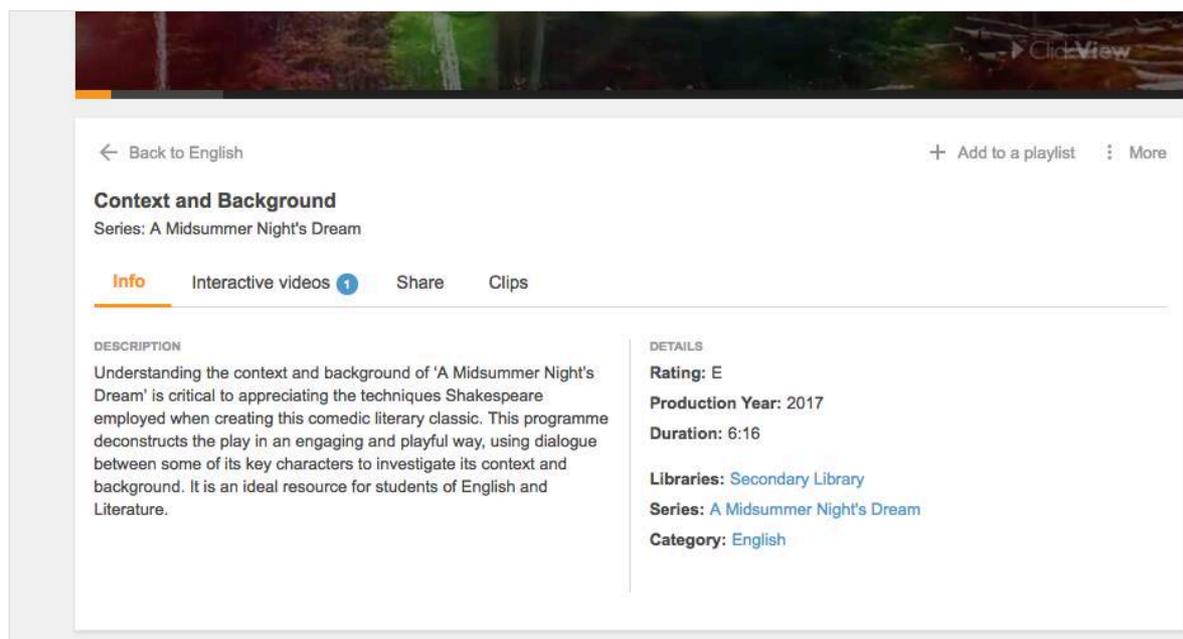
### Presenter Top Tips

- Your school's ClickView Library is updated with new curriculum aligned videos produced by ClickView. This occurs once a month.
- All videos supplied by ClickView are mapped to your country's curriculum.
- The majority of videos supplied by ClickView come with supporting resources e.g. starters, plenaries, worksheets, or teacher notes for classroom activities.

All videos within your school's library will come with four key pieces of information:

- Rating
- Production Year
- Duration
- Description
- Interactive Videos
- Share

These can be found on the **'Info'** tab beneath the Web Player window.



The screenshot shows a video player interface. At the top, there is a video thumbnail with a 'ClickView' logo. Below the thumbnail, there is a navigation bar with a 'Back to English' link on the left and 'Add to a playlist' and 'More' options on the right. The main content area is titled 'Context and Background' and is part of the series 'A Midsummer Night's Dream'. There are four tabs: 'Info' (selected), 'Interactive videos' (with a notification icon), 'Share', and 'Clips'. The 'Info' tab is divided into two sections: 'DESCRIPTION' and 'DETAILS'. The 'DESCRIPTION' section contains text about the video's content, and the 'DETAILS' section lists the video's rating, production year, duration, libraries, series, and category.

← Back to English + Add to a playlist ⋮ More

### Context and Background

Series: A Midsummer Night's Dream

**Info** Interactive videos 1 Share Clips

**DESCRIPTION**

Understanding the context and background of 'A Midsummer Night's Dream' is critical to appreciating the techniques Shakespeare employed when creating this comedic literary classic. This programme deconstructs the play in an engaging and playful way, using dialogue between some of its key characters to investigate its context and background. It is an ideal resource for students of English and Literature.

**DETAILS**

**Rating:** E  
**Production Year:** 2017  
**Duration:** 6:16

**Libraries:** [Secondary Library](#)  
**Series:** [A Midsummer Night's Dream](#)  
**Category:** [English](#)

### **Presenter Top Tips**

- The ratings applied to each video dictate which student year groups can view the video.
- All year groups should be set up with an age rating that is appropriate to your school's video policy. If you are unsure about this contact your System Administrator.
- Students can only see videos in ClickView that correspond with their year group rating permissions.
- Staff accounts are unrestricted.

The **'Interactive videos'** tab displays all the existing interactive videos for the selected video and you can create your own interactive video by selecting **'+Create an interactive video'**.

← Back to English + Add to a playlist ⋮ More

### Context and Background

Series: A Midsummer Night's Dream

Info **Interactive videos** 1 Share Clips

[+ Create an interactive video](#)



**'A Midsummer Night's Dream' in Shakespeare's World**  
Amanda R, *ClickView*

Four questions to focus students' understanding of Shakespeare's time as a playwright in England, and how it affected the writing of this famous play.

[Question List](#) [Save to Workspace](#)

Next to the **'Interactive videos'** tab you will find the **'Share'** tab.

← Back to English + Add to a playlist ⋮ More

### Context and Background

Series: A Midsummer Night's Dream

Info Interactive videos 1 **Share** Clips

**Who can see this shared video:** ⓘ

Just my school

**Link** Embed

**Link to this video**

<https://clickv.ie/w/bwPh> [Copy](#)

[✉ Email this link](#)

By selecting the 'Share' tab you will be presented with three methods to share your selected video.

- Link to this video
- Create a Google Classroom assignment
- Embed this video

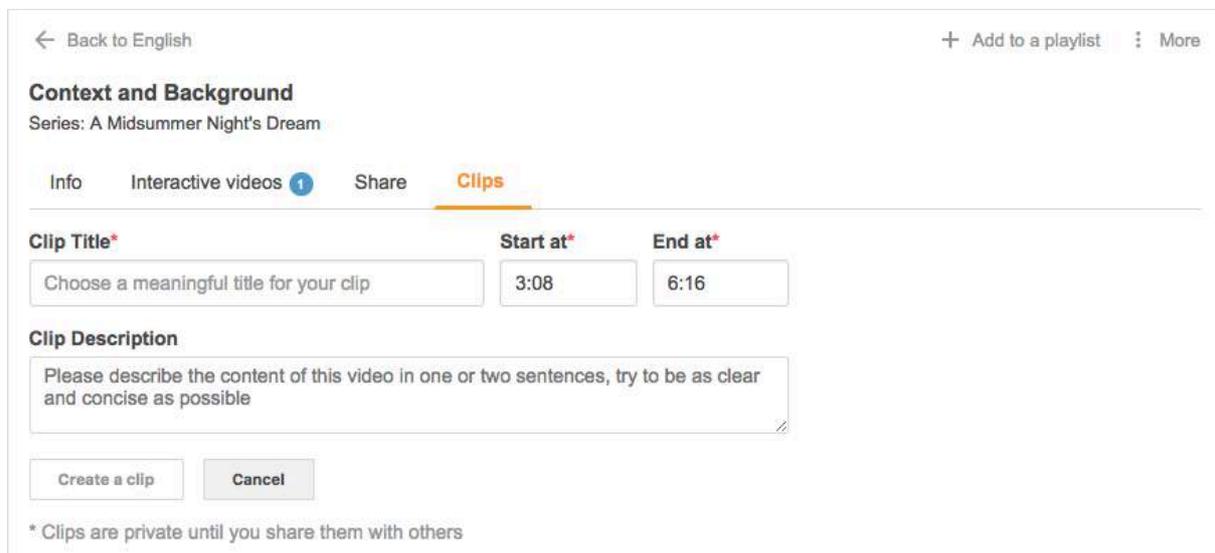
The screenshot shows the 'Share' tab of a video player interface. At the top, there is a navigation bar with a back arrow and the text 'Back to English', and on the right, '+ Add to a playlist' and a 'More' menu icon. Below this is the 'Context and Background' section, which includes the text 'Series: A Midsummer Night's Dream'. The main navigation tabs are 'Info', 'Interactive videos' (with a blue notification icon), 'Share' (highlighted in orange), and 'Clips'. Under the 'Share' tab, there is a section titled 'Who can see this shared video:' with a dropdown menu currently set to 'Just my school'. Below this are two sub-tabs: 'Link' and 'Embed' (highlighted in orange). The 'Embed this video' section contains a text area with the following HTML code: `<iframe frameborder="0" allowfullscreen webkitallowfullscreen mozallowfullscreen width="640" height="360" src="https://online.clickview.com.au/share/embed?shareCode=571cc388&a=false"></iframe>`. A 'Copy' button is located to the right of the code. Below the code, there are settings for 'Video size' (set to '640 x 360'), an 'Autoplay' checkbox (unchecked), and an 'HTTPS' checkbox (checked). At the bottom, there is a button with a person icon and the text 'Share with Google Classroom'.

## Link to Video

To share the video using a link you can cut and paste the link from the **'Link to this video'** section into a distribution medium or click the envelope icon at the end of the link box. This will open a new email in your default mail browser containing the link. Any users who click on the link will be able to view the entire video with a valid ClickView login and the relevant age permissions. You can also create a short clip from the video by following the steps below.

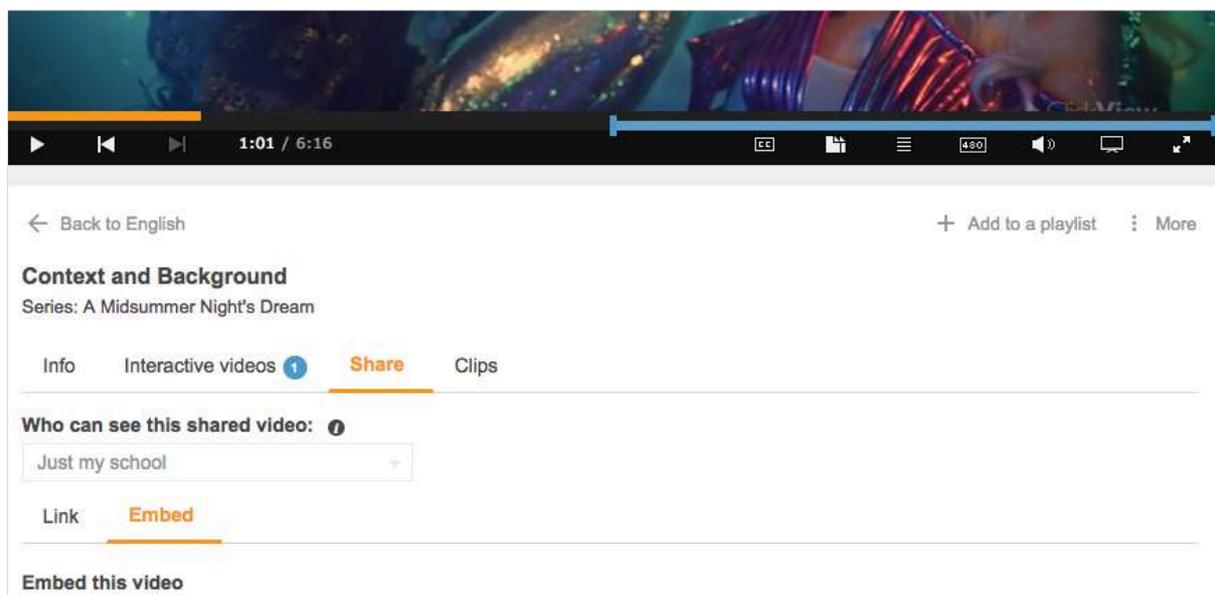
## Create a Clip

Tick the **'Create a clip'** button. Options will appear allowing you to choose a **'Start at'** and **'End at'** time. You can manually enter values for start and end time, or you can click on the up and down arrows on the right of the text box.



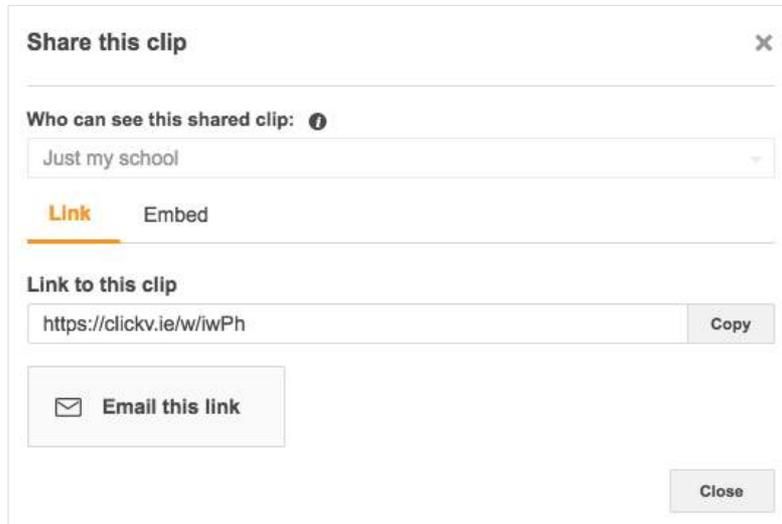
The screenshot shows the 'Context and Background' section for a video titled 'A Midsummer Night's Dream'. The 'Clips' tab is selected. The 'Clip Title\*' field contains the placeholder text 'Choose a meaningful title for your clip'. The 'Start at\*' field is set to '3:08' and the 'End at\*' field is set to '6:16'. Below these fields is a 'Clip Description' text area with the placeholder text 'Please describe the content of this video in one or two sentences, try to be as clear and concise as possible'. At the bottom of the form are two buttons: 'Create a clip' and 'Cancel'. A note at the bottom states '\* Clips are private until you share them with others'.

You can also set the start and end times for the clip by clicking and dragging the start and end points of the blue bar within the video player.

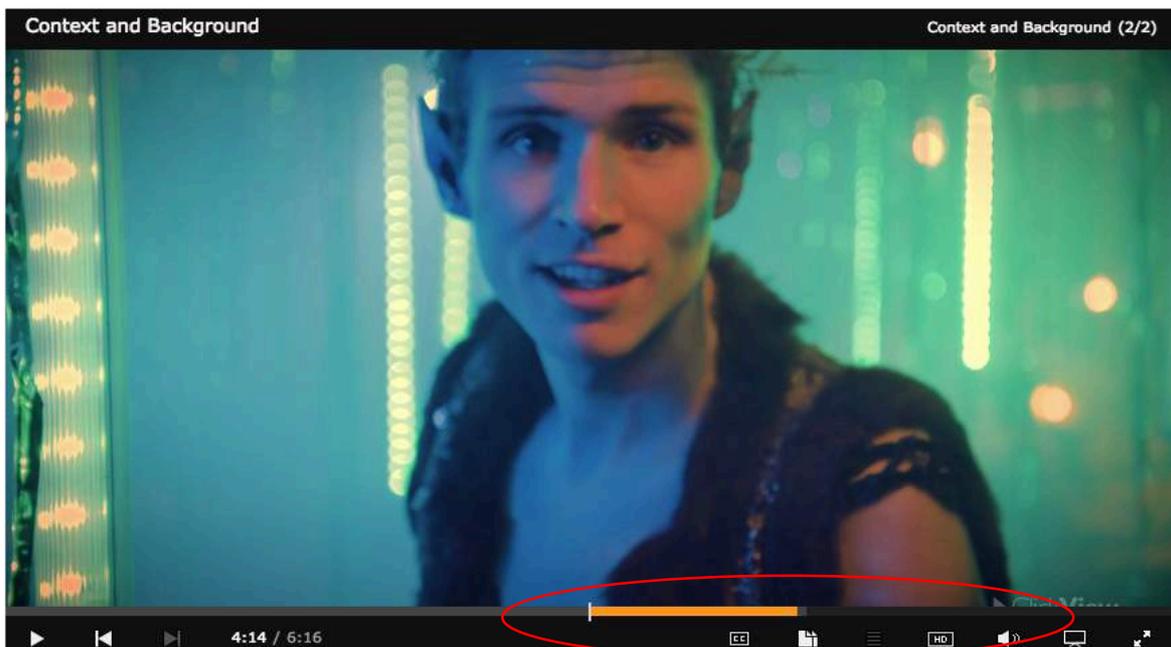


The screenshot shows a video player at the top with a progress bar at 1:01 / 6:16. Below the player is the 'Context and Background' section for the same video. The 'Share' tab is selected. The 'Who can see this shared video:' dropdown menu is set to 'Just my school'. Below this is a 'Link' section with an 'Embed' button. At the bottom is an 'Embed this video' section.

Once the start and end times have been set, you can share the link to the video clip by copying the text within the 'Link to this video' section.



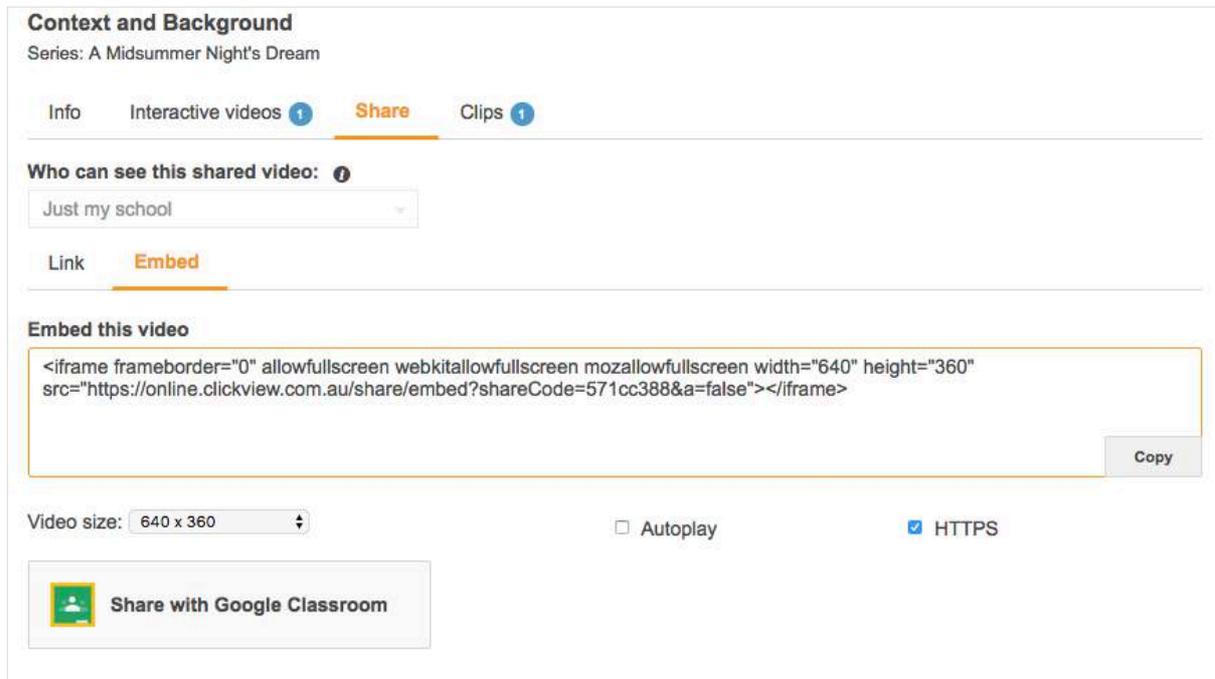
When the link is opened, the clip will automatically start playing at the predetermined 'Start at' time and will stop playing at the predetermined 'End at' time.



## Create a Google Classroom Assignment

To embed the Web Player window for your selected video in a Google Classroom assignment follow these steps.

1. Click on **'Create a Google Classroom assignment'**.



**Context and Background**  
Series: A Midsummer Night's Dream

Info Interactive videos 1 **Share** Clips 1

**Who can see this shared video:** ⓘ  
Just my school

Link **Embed**

**Embed this video**

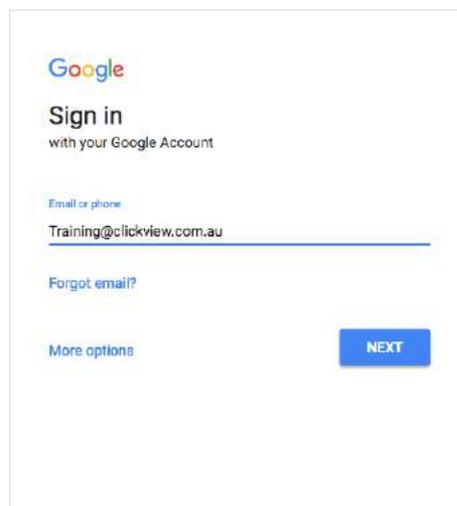
```
<iframe frameborder="0" allowfullscreen webkitallowfullscreen mozallowfullscreen width="640" height="360" src="https://online.clickview.com.au/share/embed?shareCode=571cc388&a=false"></iframe>
```

Copy

Video size: 640 x 360 ⌵  Autoplay  HTTPS

 Share with Google Classroom

2. Google Classroom will open. If you are not logged in to Google, you will be required to authenticate (Sign in).



Google

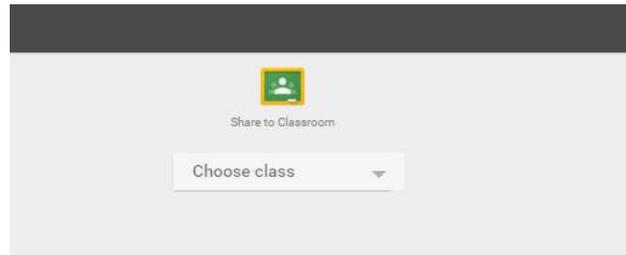
**Sign in**  
with your Google Account

Email or phone  
Training@clickview.com.au

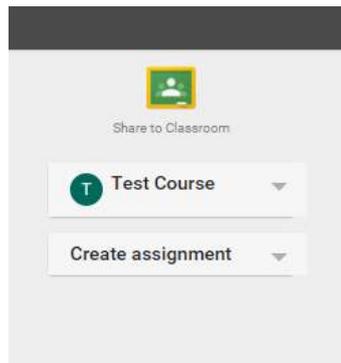
[Forgot email?](#)

[More options](#) **NEXT**

3. Select your class from the drop-down list.



4. Select your assignment or create a new one from the drop-down menu.



5. Give your assignment a title and description and your ClickView video will now be embedded as part of the Google Classroom assignment.

For more information please watch the video linked below:  
<http://clickv.ie/w/bjgf>

## Embed this Video

To embed your selected video, select the '**Embed this video**' code snippet. Copy and paste the snippet into the desired software.



This will embed the Web Player window within the page or slide of the software you are using.

*Note: The user will still need to authenticate with a valid ClickView login with the relevant age permissions before they will be able to view the video. Any unique videos created in school can be set as public and will not require a login.*

Important: ClickView also offers free integration with most Learning Management Systems (LMS) and a large number of Library Cataloguing Systems (LCS), please see page 3 for a list of some of our integration partners.

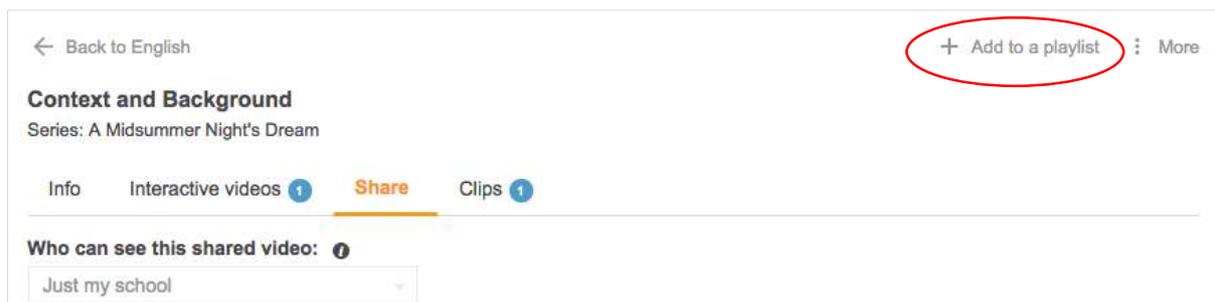
### Presenter Top Tips

- The clipping tool mentioned in this section can save teachers a huge amount of classroom time by directing students straight to the relevant section of a video.
- Go to Google Apps for Education to set up a free Google Classroom account.

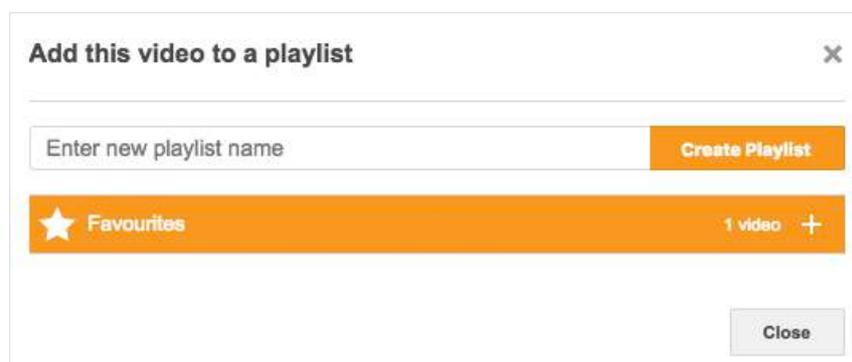
## Playlists Overview

Your **'Playlists'** tab is designed to store the videos that you access frequently or collections that you would like to share with students or colleagues at your institution.

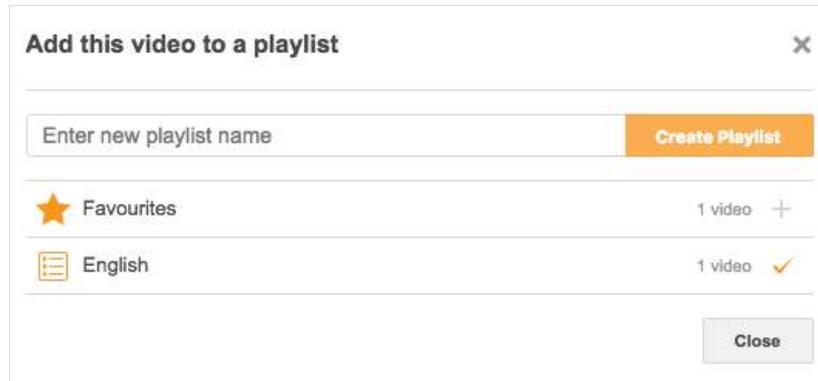
To add a video to your **'Playlists'**, simply click the **'Add to a playlist'** tab and select the playlist you wish to add the video to. Alternatively, you can create a new playlist.



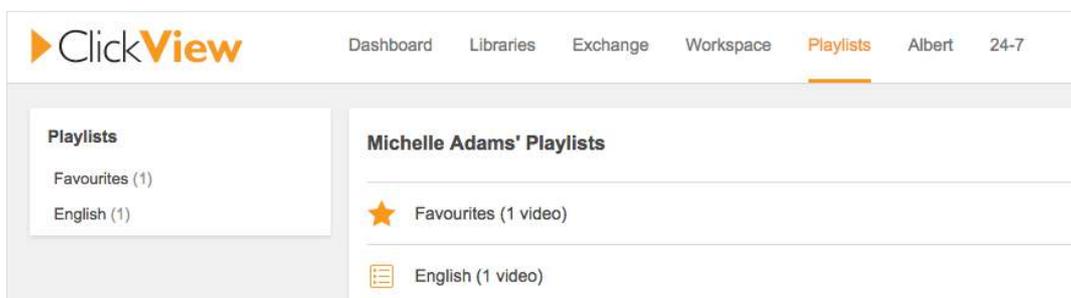
To add to an existing playlist click the '+' symbol next to the selected playlist and your video will immediately be added. If you make a mistake and add to the wrong playlist, simply click again and the video will be removed.



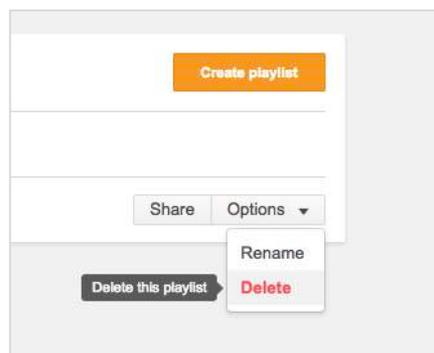
To create a new playlist select the **'Create Playlist'** box. Enter your playlist name and click the **'Create Playlist'** button. Your playlist will now appear in your★ favourites list.



To see what's in your playlists, click the **'Playlists'** tab in the top navigation bar.



If you wish to remove a single video from a playlist select the playlist in the **'Playlists'** tab, and click the **'Delete'** button under the **'Options'** dropdown next to the video you would like to remove. You will then be prompted to confirm your decision. You can also rename an entire playlist here.



### **Presenter Top Tips**

- Playlists are a great way to advertise new videos that have been added to your Library or that you would like students to view for revision.
- Adding a video to a playlist allows teachers to share videos that are rated above the student's age permissions. Access to these videos can then be removed by deleting the playlist or setting the privacy settings to **'Private'**.

### **Professional Development Activity – Intro and Library (25 - 30 mins)**

It is important to familiarise your staff with ClickView Online during your Professional Development session.

1. Ask users to log in to ClickView Online.
2. Users to select a video from their subject folder within the school's library and open the playback window.
3. Users to download one attached resource.
4. Users to share their selected video with a colleague.
5. Users to create a clip of their selected video and share this with a colleague.

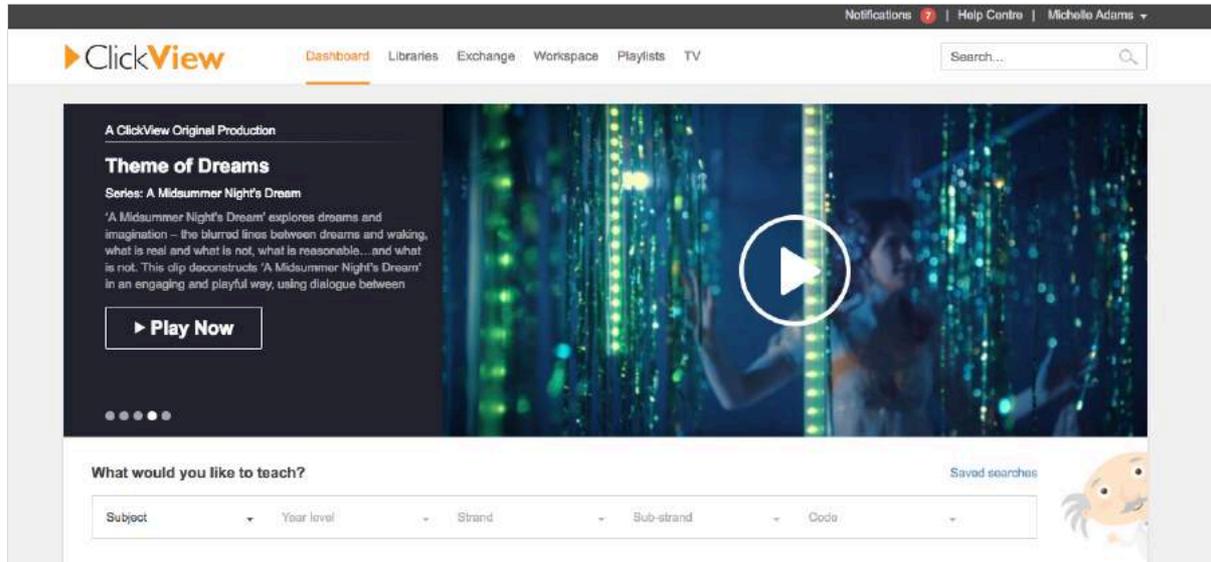
Extension:

1. Users to create a playlist with three or more videos they will use this term.
2. Share the playlist with a colleague in your school.

## Searching with Albert

All videos supplied as part of your school's ClickView Curriculum Library subscription are mapped to your region's national curriculum. This enables teachers to quickly search their school's library using Albert, our curriculum specialist. Albert allows teachers to select specific curriculum outcomes to filter their search.

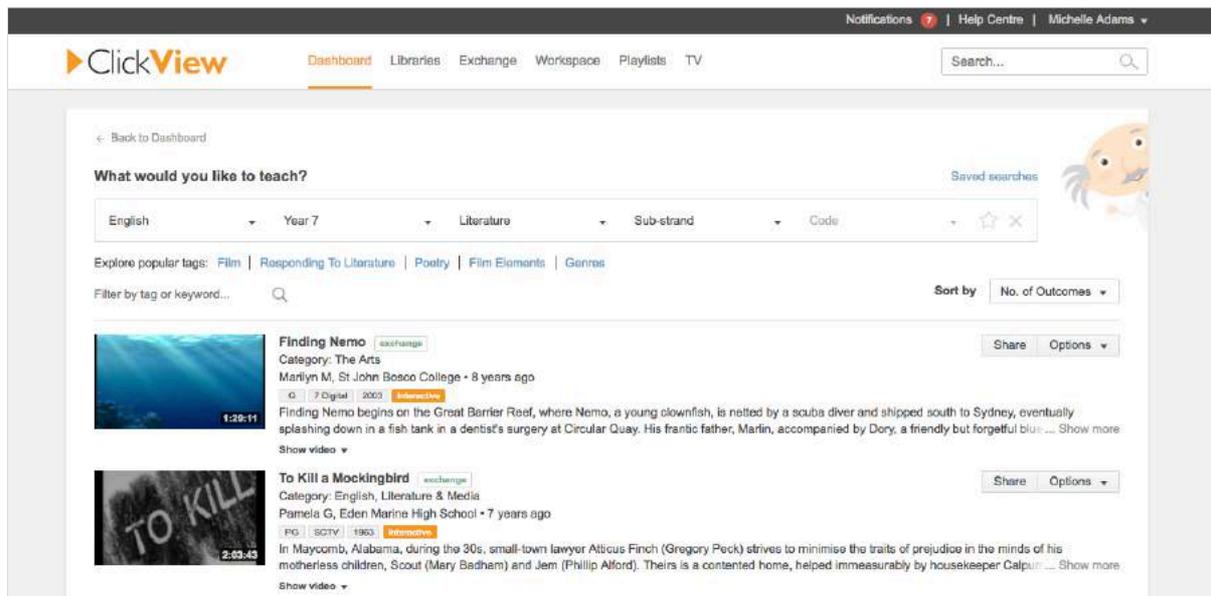
Albert can be found under the **'Dashboard'**.



To search using Albert, select your filters from:

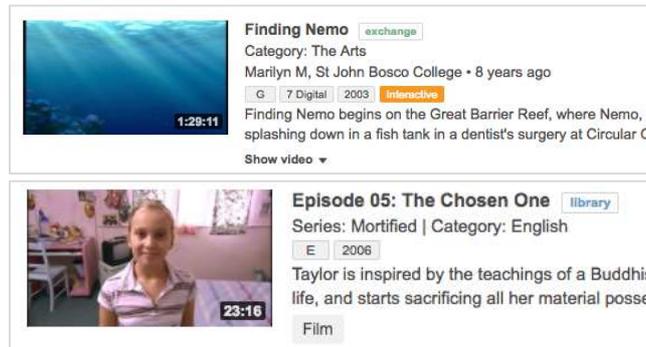
Subject > Year level > Strand > Sub-strand > Code.

*Note: All filters do not need to be applied to run a search.*

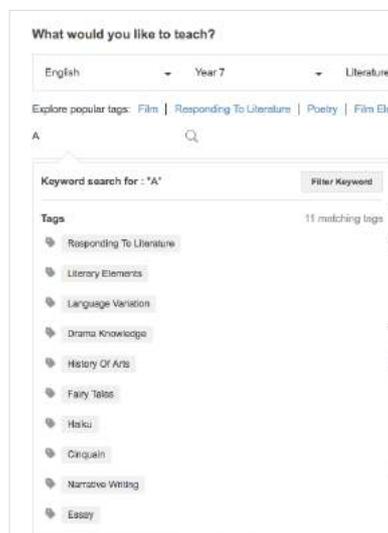


Once you have decided on your search parameters, Albert will search through all mapped content in your school's library and the ClickView Exchange that correspond to those parameters.

Albert will display all results from your school's library first and display the ClickView Exchange indicated by either the green 'exchange' or blue 'library' next to the video title.



You can also filter your search by tag or keyword.



### Presenter Top Tips

- All videos provided by ClickView as part of your school's ClickView Curriculum Library subscription are mapped to the curriculum for your country.
- Make sure you have prepared some examples of Albert searches.

### Professional Development Activity – Albert (5 - 10 mins)

Albert is a great way for your staff to save themselves a lot of time when searching for new curriculum-aligned content.

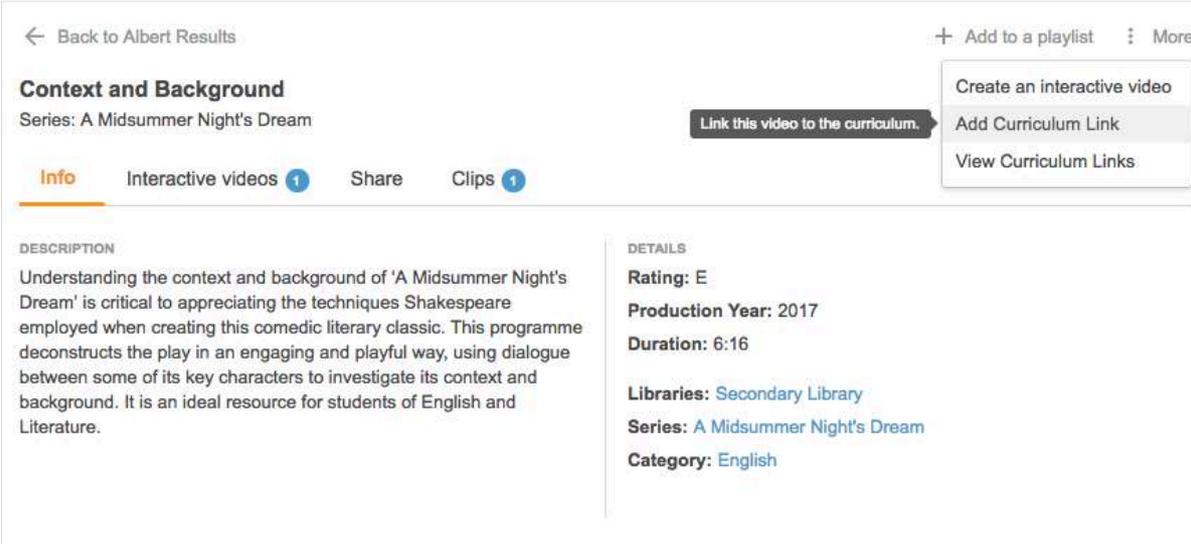
1. Ask users to locate a video using the Albert search filters.
2. Ask users to locate a video that relates to a specific curriculum outcome.
3. Once the video has been located ask users to share their selection with a colleague.

*\*Prepare examples for staff to search if they are not familiar with the curriculum codes for their subject.*

## Curriculum Mapping

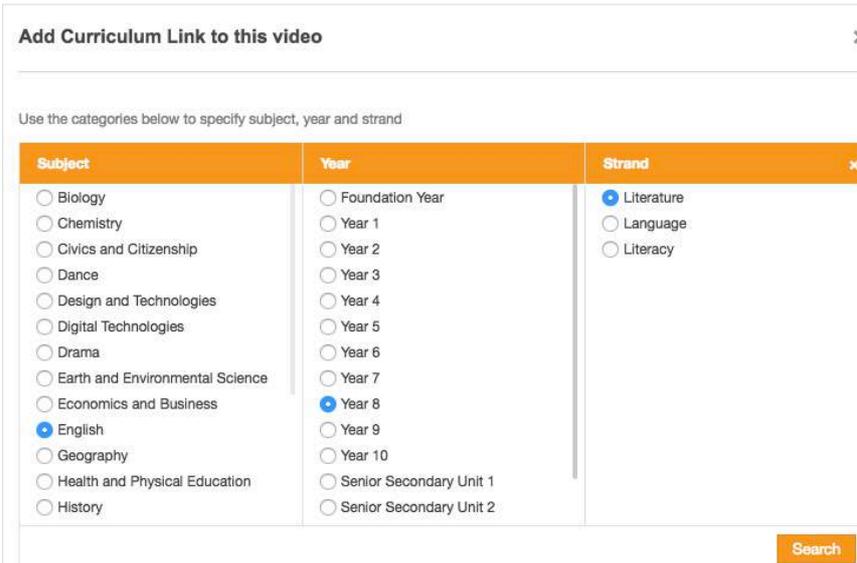
Any videos that are added to your school's library from the ClickView Exchange or users' Workspaces will not show up in Albert results unless they are mapped to your region's curriculum codes. To map videos to the curriculum codes for your region you will need to be logged into an Administrator Teacher account.

Navigate to the video you wish to map within your 'Library' or within 'Exchange'.  
To add a Curriculum Link, open the 'More' dropdown and select 'Add Curriculum Link'.



The screenshot shows a video player interface. At the top left is a 'Back to Albert Results' link. The video title is 'Context and Background' with the series 'A Midsummer Night's Dream'. A 'More' dropdown menu is open, showing options: 'Create an interactive video', 'Add Curriculum Link' (highlighted), and 'View Curriculum Links'. Below the video player, there are tabs for 'Info', 'Interactive videos' (1), 'Share', and 'Clips' (1). The 'DESCRIPTION' section contains text about the video's content. The 'DETAILS' section lists 'Rating: E', 'Production Year: 2017', 'Duration: 6:16', 'Libraries: Secondary Library', 'Series: A Midsummer Night's Dream', and 'Category: English'. A button 'Link this video to the curriculum.' is visible above the dropdown menu.

Any existing curriculum codes mapped to your selected video will be displayed in this tab. To add a new curriculum link, select 'Add New Link' or click 'Be the first to add a curriculum link' if no prior links have been created. A table will be displayed with the subject, year and strand for the video's curriculum tag. Choose the correct choice for each and click 'Search'.



The screenshot shows a form titled 'Add Curriculum Link to this video'. Below the title is a close button (X). The instruction reads: 'Use the categories below to specify subject, year and strand'. The form is divided into three columns: 'Subject', 'Year', and 'Strand'. Each column has a list of radio button options. In the 'Subject' column, 'English' is selected. In the 'Year' column, 'Year 8' is selected. In the 'Strand' column, 'Literature' is selected. A 'Search' button is located at the bottom right of the form.

Subject	Year	Strand
<input type="radio"/> Biology	<input type="radio"/> Foundation Year	<input checked="" type="radio"/> Literature
<input type="radio"/> Chemistry	<input type="radio"/> Year 1	<input type="radio"/> Language
<input type="radio"/> Civics and Citizenship	<input type="radio"/> Year 2	<input type="radio"/> Literacy
<input type="radio"/> Dance	<input type="radio"/> Year 3	
<input type="radio"/> Design and Technologies	<input type="radio"/> Year 4	
<input type="radio"/> Digital Technologies	<input type="radio"/> Year 5	
<input type="radio"/> Drama	<input type="radio"/> Year 6	
<input type="radio"/> Earth and Environmental Science	<input type="radio"/> Year 7	
<input type="radio"/> Economics and Business	<input checked="" type="radio"/> Year 8	
<input checked="" type="radio"/> English	<input type="radio"/> Year 9	
<input type="radio"/> Geography	<input type="radio"/> Year 10	
<input type="radio"/> Health and Physical Education	<input type="radio"/> Senior Secondary Unit 1	
<input type="radio"/> History	<input type="radio"/> Senior Secondary Unit 2	

A new column will appear within the table. Various applicable curriculum codes will be displayed. Select the correct code to tag and click 'Save Selected Codes'.

**Add Curriculum Link to this video** ✕

---

Use the categories below to specify subject, year and strand

Subject	Year	Strand	
<input type="radio"/> Biology	<input type="radio"/> Foundati	<input checked="" type="radio"/> Literature	<div style="background-color: #333; color: white; padding: 5px; font-size: 0.8em;">                     Explore the ways that ideas and viewpoints in literary texts drawn from different historical, social and cultural contexts may reflect or challenge the values of individuals and groups  <b>Elaborations</b>                      • Comparing attitudes and ideas in texts drawn from contexts that are different to students' own                      • Investigating texts about Aboriginal and Torres Strait Islander history from different sources and explaining differing viewpoints  <b>English</b>                      • Investigating texts about Aboriginal and Torres Strait Islander history from different sources and explaining differing viewpoints  <b>Creating</b>                      No General Capabilities                 </div>
<input type="radio"/> Chemistry	<input type="radio"/> Year 1	<input type="radio"/> Language	
<input type="radio"/> Civics and Citi	<input type="radio"/> Year 2	<input type="radio"/> Literacy	
<input type="radio"/> Dance	<input type="radio"/> Year 3		
<input type="radio"/> Design and Te	<input type="radio"/> Year 4		
<input type="radio"/> Digital Techno	<input type="radio"/> Year 5		
<input type="radio"/> Drama	<input type="radio"/> Year 6		
<input type="radio"/> Earth and Envi	<input type="radio"/> Year 7		
<input type="radio"/> Economics an	<input checked="" type="radio"/> Year 8		
<input checked="" type="radio"/> English	<input type="radio"/> Year 9		
<input type="radio"/> Geography	<input type="radio"/> Year 10		
<input type="radio"/> Health and Ph	<input type="radio"/> Senior Se		
<input type="radio"/> History	<input type="radio"/> Senior Se		

Responding to literature:

Literature and context:

Examining literature:

A notification will appear at the bottom of the table advising that the link has been saved.

*Note: Once mapping has been completed your school's library will need to synchronise with ClickView Online before changes become visible. Once the sync has occurred your newly mapped videos will appear in your Albert searches for the applied curriculum codes.*

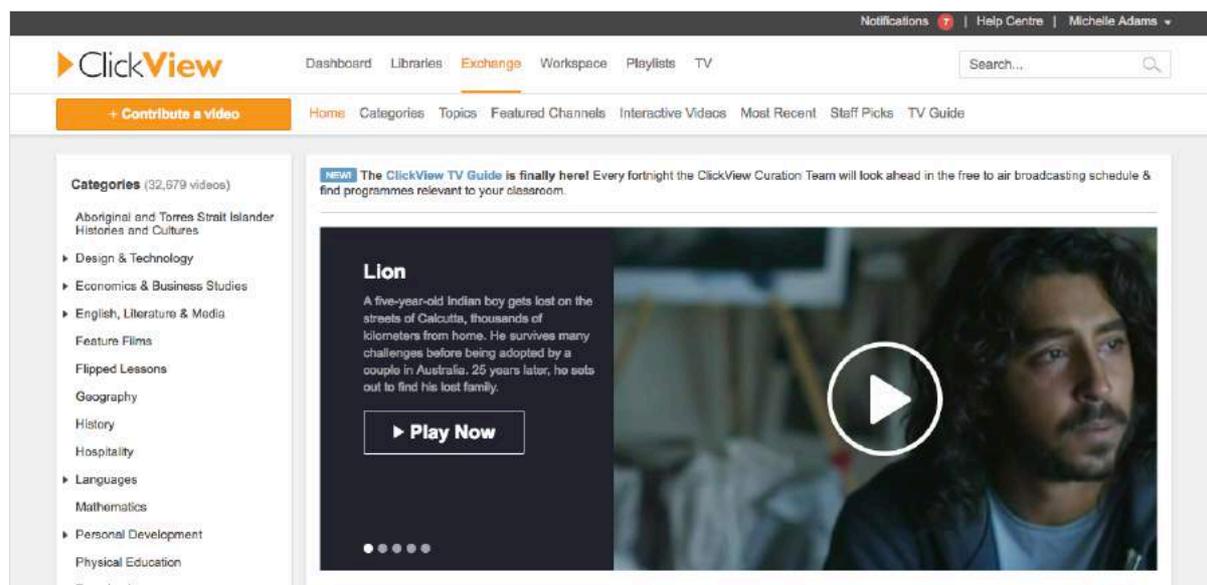
### Presenter Top Tips

- Ensure you have uploaded a demonstration video to your library to be mapped during the demonstration.

## ClickView Exchange Overview

The ClickView Exchange is a social repository of thousands of educational videos uploaded from free-to-air and paid TV. The videos in the ClickView Exchange are uploaded by ClickView and by schools who use ClickView within your country.

Teachers have the ability to access and share all ClickView Exchange videos online without having to download them locally. The **'ClickView Exchange'** tab can be found next to the **'Libraries'** tab on the top navigation panel of ClickView Online.



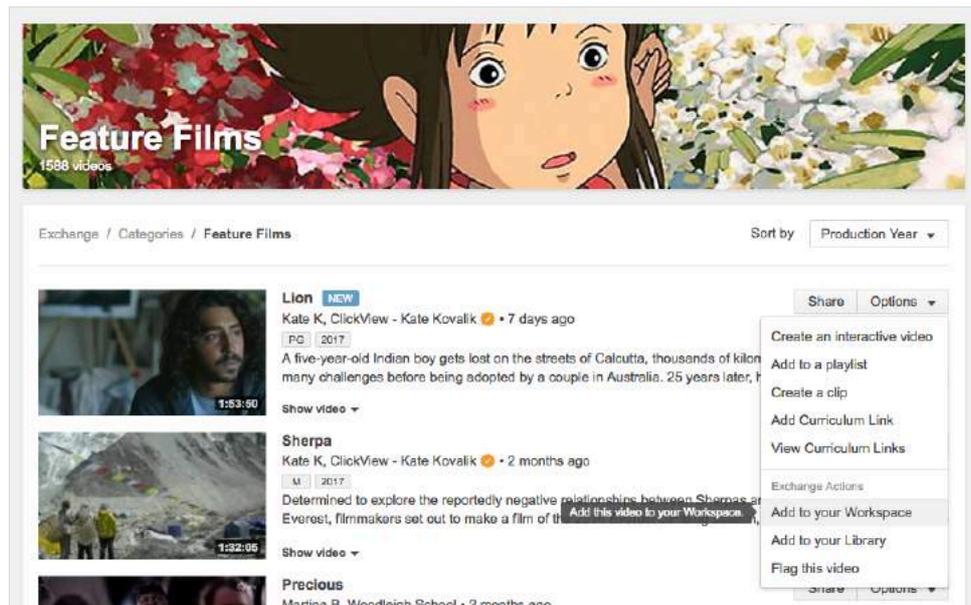
**This feature is not available for student accounts.** Teachers will need to share the link for the video, or download videos from the ClickView Exchange to their school's ClickView Library. This can be achieved via their local ClickView Publisher using the **'Push to'** function. These videos will synchronise to ClickView Online to allow students online video access.

*Note: Students do not have the permissions required to browse the ClickView Exchange.*

Teachers can browse the ClickView Exchange by selecting categories from the navigation panel on the left hand side, selecting a video from the navigation tabs across the submenu at the top of the page, or via a keyword search.

The **'Keyword Search'** box can be found at the top right of the screen. To search, enter your keyword and click the magnifying glass or press enter. Please note the keyword search will search your Library, ClickView Exchange, Workspace, and ClickView TV.

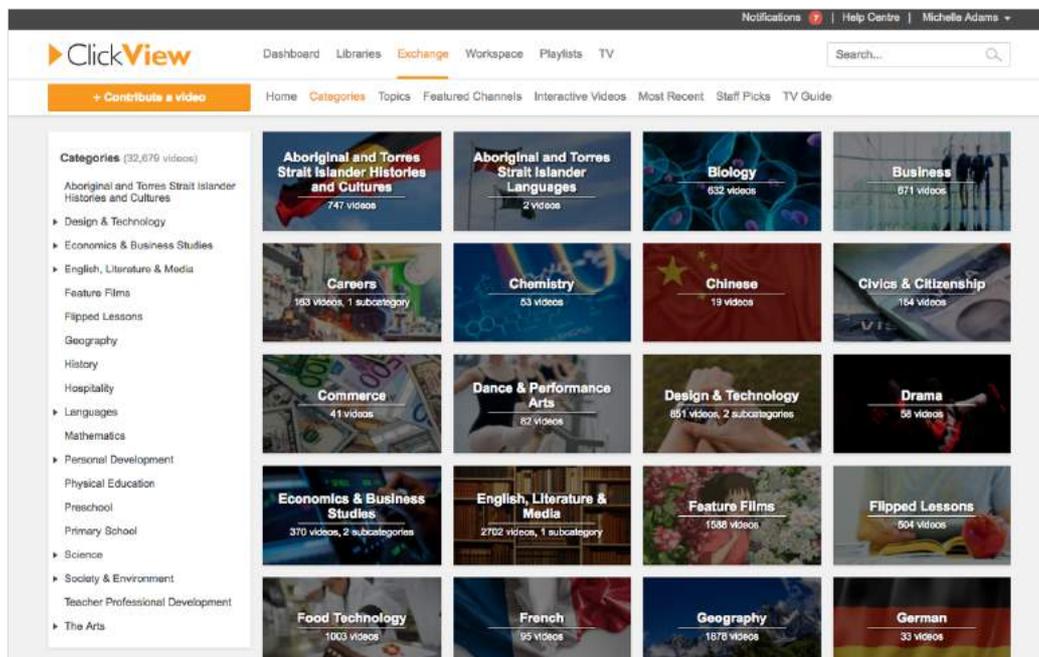
Feature Highlight: ClickView Exchange videos can now be added to a user's **Workspace** by selecting **'Add to your Workspace'** in the Options menu.



With recent updates to the ClickView Exchange, we have introduced four new areas to the ClickView Exchange Navigation bar:

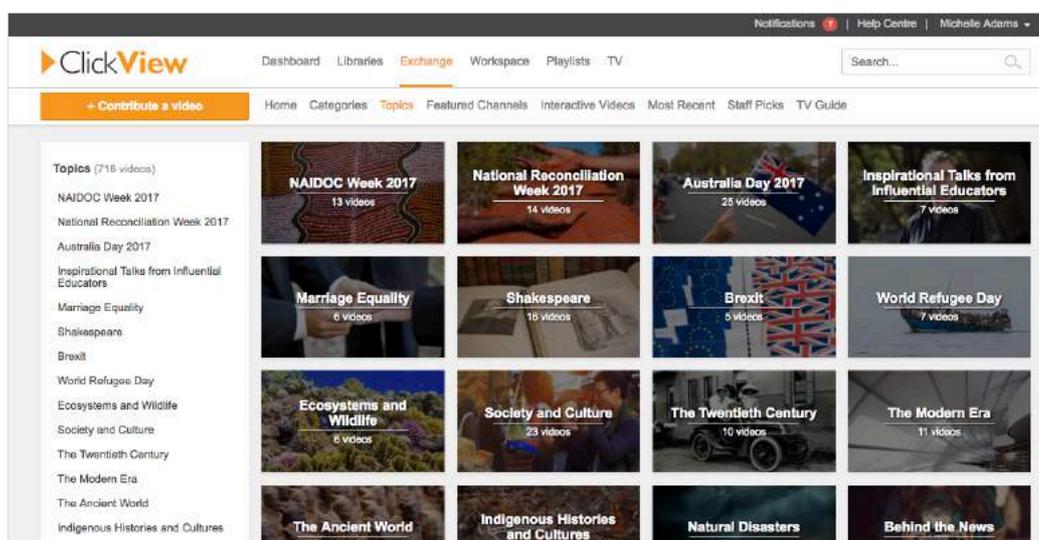
## Categories

By selecting the **'Categories'** tab, you will see a visual breakdown of the categories in Exchange.



## Topics

**'Topics'** contain curated videos organised around themes and concepts which may be taught over the course of the term.



## Featured Channels

The **'Featured Channels'** tab contains videos uploaded by educators across Australia including flipped video lessons.

The screenshot shows the ClickView 'Featured Channels' page. The top navigation bar includes 'Dashboard', 'Libraries', 'Exchange', 'Workspace', 'Playlists', and 'TV'. A search bar is located on the right. Below the navigation, there are tabs for 'Home', 'Categories', 'Topics', 'Featured Channels', 'Interactive Videos', 'Most Recent', 'Staff Picks', and 'TV Guide'. The main content area displays a grid of 16 channel cards, each with a profile picture, name, and video/playlist counts. A sidebar on the left lists the channels under the heading 'Channels (789 videos)'. The channels listed in the sidebar are: ClickView Training Channel, Band6 Education, English with Steven Kolber, Mrs Murray's Maths, Catholic Education Diocese of Parramatta, Flipped Lessons with Mr Mitchell, ClickView for Primary Schools with Josh, Science with Mrs. Dubois, Accounting with Andrew Webster, Year 5 and 6 Mathematics with Matt Burns, Science with Robert Peluso, Mathematics with Crystal Caton, Flipped Lessons with Rupert Denton, Biology with Jeremy LeCornu, English, Psych and Research with Aimee Shattock, and Maths with Joel Speranza.

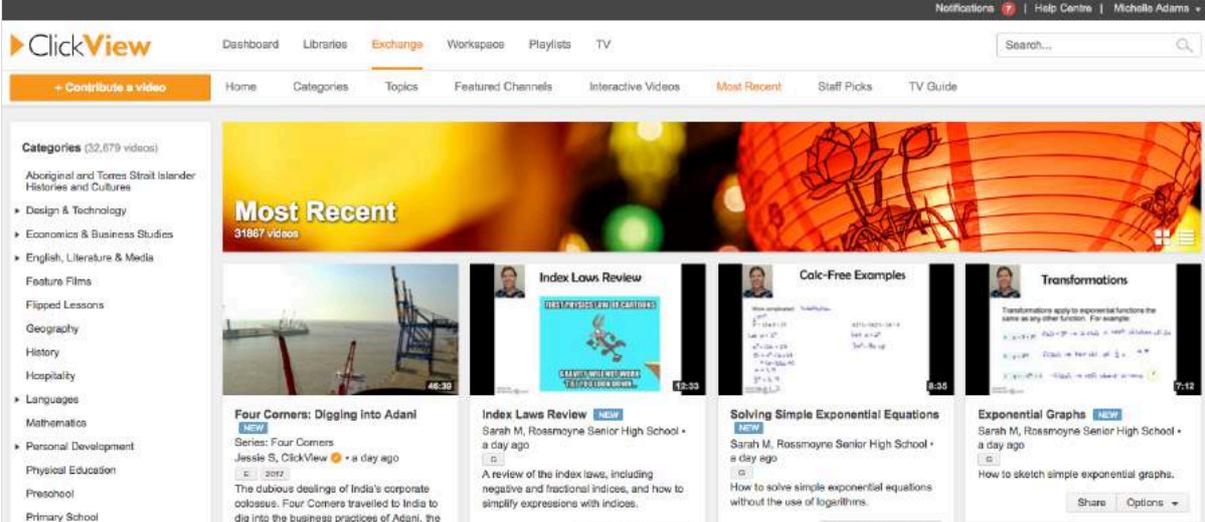
## Interactive Videos

The **'Interactive Videos'** tab contains all of ClickView's interactive videos.

The screenshot shows the ClickView 'Interactive Videos' page. The top navigation bar includes 'Dashboard', 'Libraries', 'Exchange', 'Workspace', 'Playlists', and 'TV'. A search bar is located on the right. Below the navigation, there are tabs for 'Home', 'Categories', 'Topics', 'Featured Channels', 'Interactive Videos', 'Most Recent', 'Staff Picks', and 'TV Guide'. The main content area features a large banner image of colorful markers with the text 'Interactive Videos 697 videos'. Below the banner, there are two video thumbnails with titles and descriptions. The first video is titled 'Industrial Jobs' and is part of the series 'The Worst Jobs in History'. The second video is titled 'Patterning' and is part of the series 'Count Us In'. A sidebar on the left lists categories under the heading 'Categories (32,679 videos)'. The categories listed are: Aboriginal and Torres Strait Islander Histories and Cultures, Design & Technology, Economics & Business Studies, English, Literature & Media, Feature Films, Flipped Lessons, Geography, History, Hospitality, Languages, Mathematics, Personal Development, Physical Education, Preschool, Primary School, and Science.

## Most Recent

The **'Most Recent'** tab contains all the most recent videos uploaded to the ClickView Exchange by schools in your country.



## Uploading to the ClickView Exchange

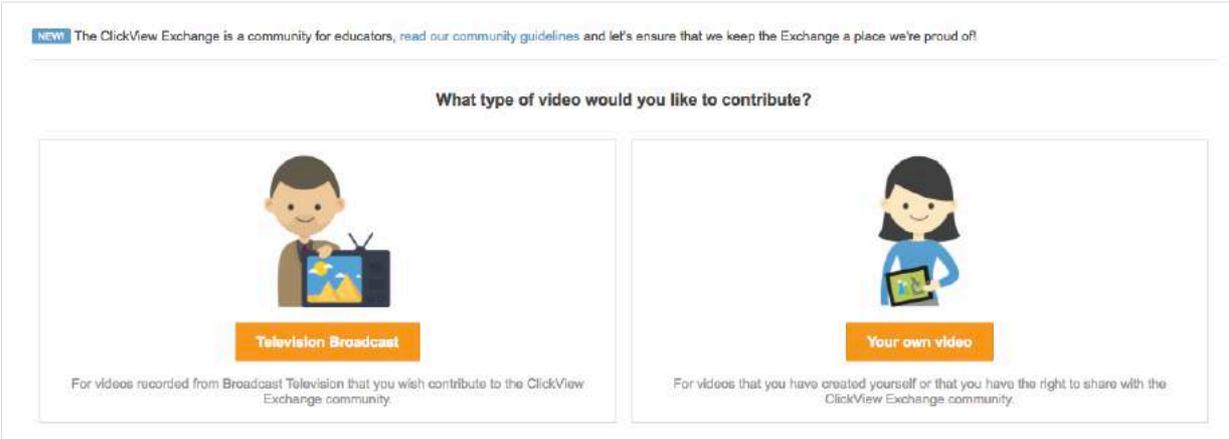
The ClickView Exchange started life as an area of ClickView Online where only users with access to the ClickView Publisher suite could upload. With more and more teachers now experimenting with flipped learning, ClickView decided to open up the ClickView Exchange to all educators to share their amazing resources with the wider educational community.

To upload a video to the ClickView Exchange please first ensure that it meets the following criteria:

- The video **does not** contain student images
- The video has been recorded from free-to-air TV, paid TV or as self-generated content.
- Intellectual Property (I.P) for the video to be uploaded is owned by the user or their institution.
- I.P. has not been copied from any other platform such as YouTube.

To upload your video to the ClickView Exchange select the orange **'Contribute a video'** button.

You will now be prompted to select if you are uploading a recorded TV show or your own Flipped Classroom video.



You will now be presented with the upload screen.

The screenshot shows a video upload form. At the top, there is a dashed box containing the text "Drag and drop a video here or" and an orange button labeled "Select a video file". Below this is the "Video Information" section, which includes a "Title\*" field with the placeholder "Choose a meaningful title", a "Description\*" field with the placeholder "Please describe the content of this video in one or two sentences, try to be as clear and concise as possible", a "Rating\*" dropdown menu with the placeholder "Please choose a rating", and a "Category\*" dropdown menu with the placeholder "Please choose a category". There is a link "+ Add additional learning resources" below the dropdowns. A blue information box contains the text: "This video will be viewed by teachers and students throughout the country. Please make sure that all the video information you've included above is as precise and detailed as possible. By adding videos to your channel, you agree to ClickView's terms in relation to [Uploading User Content](#)." At the bottom, there are "Back" and "Submit" buttons.

To upload your video either drag the file from your computer to the upload box at the top of the page or click the orange '**Select a video file**' button.

ClickView Online will convert most modern file types into an MP4 file upon upload.

Once the file chosen has converted to an MP4 you will need to provide a Title, Description, and Rating, then suggest the category you would like the video added to.

Once you have completed all fields click the '**Submit**' button in the bottom right corner.

Your video will now be submitted to the ClickView Content Team for approval before it is added to the ClickView Exchange.

*Note: Processing times for uploads may vary. Most videos are uploaded within 24 hours of submission.*

### *Presenter Top Tips*

- It is important to emphasise the importance of using the messaging function when pushing videos. This will streamline the work flow for the System Administrator and speed up request processing times.
- Coffee and cake bribes are also great alternative methods to speed up processing times.

### *Professional Development Activity – ClickView Exchange (5 - 10 mins)*

The ClickView Exchange is a brilliant way for your staff to find new videos to grow your school library for free.

#### Task 1

1. Ask users to locate a video within their subject folder on the ClickView Exchange.
2. Each user can **'Push'** their selected video to the school's library.

#### Task 2

1. Ask each user to share a video from the ClickView Exchange with a colleague.

#### Task 3

1. Ask users to locate a video within the ClickView Exchange using a keyword search.
2. Each user can **'Push'** their selected video to the school's library.

#### Extension Task

- If any of your staff are already generating Flipped Classroom videos they may like to upload one to the ClickView Exchange. This is a great way to raise awareness of the excellent practice which is happening at your school.

## Workspace Overview

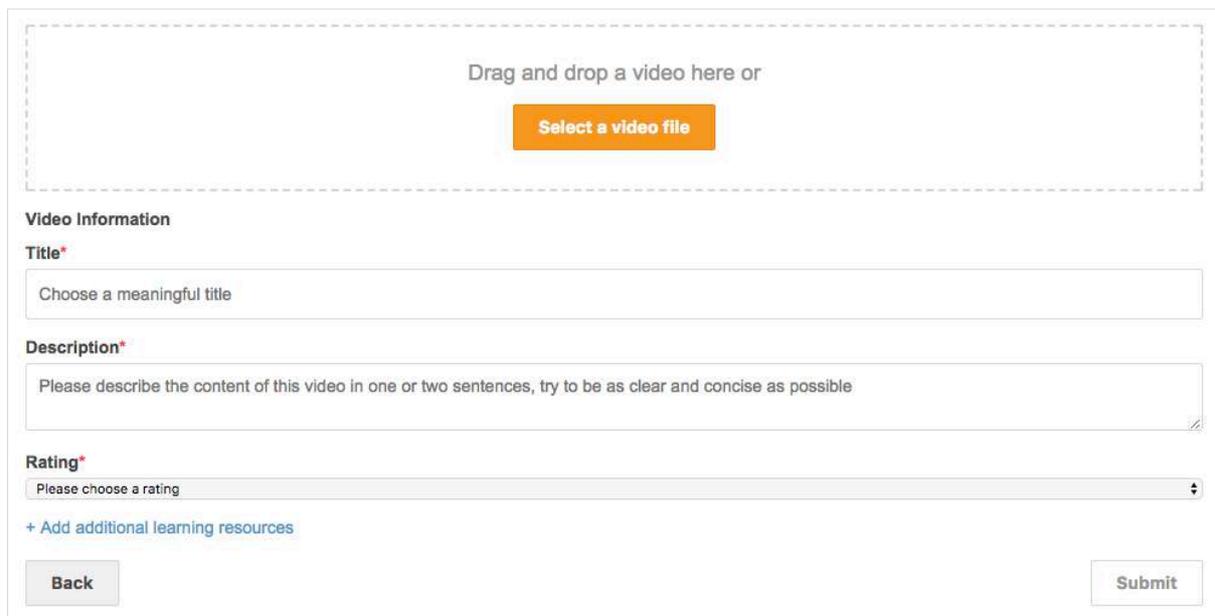
ClickView Online contains a feature called **'Workspace'** which allows each user to upload, edit, and publish content to your own private area in ClickView Online. You are able to upload video content to your Workspace from the ClickView Exchange, ClickView TV, your own computer, and from most new mobile devices.

To browse your Workspace area click on the **'Workspace'** tab located next to the **'Exchange'** tab on the top navigation bar.

To upload a video from your computer or mobile device, select the **'Upload Video'** option on the left hand side.

You will now be presented with the video upload window. Use the **'Select a video file'** button to select or drag a file icon into the upload box from your computer. As your file uploads ClickView Online will transcode it into an H.264 MP4 format.

Note: ClickView Online accepts most modern video file formats up to 2GB in size.

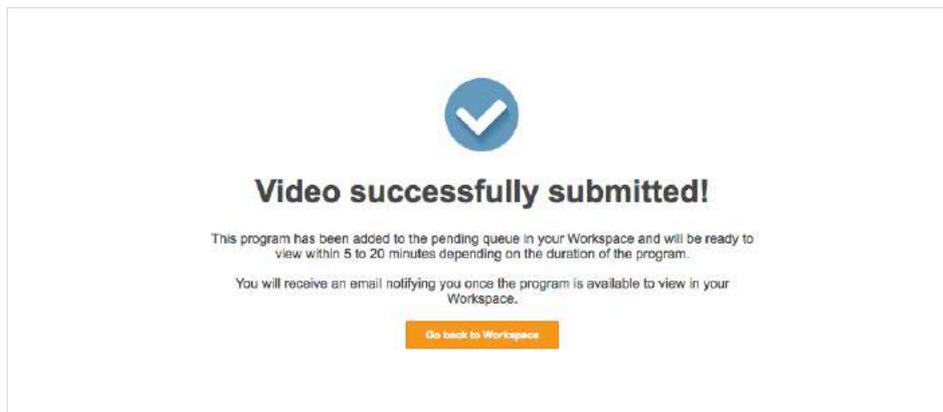


The screenshot shows a video upload interface. At the top, there is a dashed box containing the text "Drag and drop a video here or" and an orange button labeled "Select a video file". Below this is the "Video Information" section, which includes three required fields: "Title\*" with a placeholder "Choose a meaningful title", "Description\*" with a placeholder "Please describe the content of this video in one or two sentences, try to be as clear and concise as possible", and "Rating\*" with a dropdown menu showing "Please choose a rating". There is also a link "+ Add additional learning resources". At the bottom left is a "Back" button and at the bottom right is a "Submit" button.

Once you have selected the video you would like to upload add a Title, Description and Rating in the relevant fields.

Once all fields are complete, click **'Submit'**. Once the upload has completed a prompt box will come up advising that it has been added to the pending queue and will shortly be available in your Workspace.

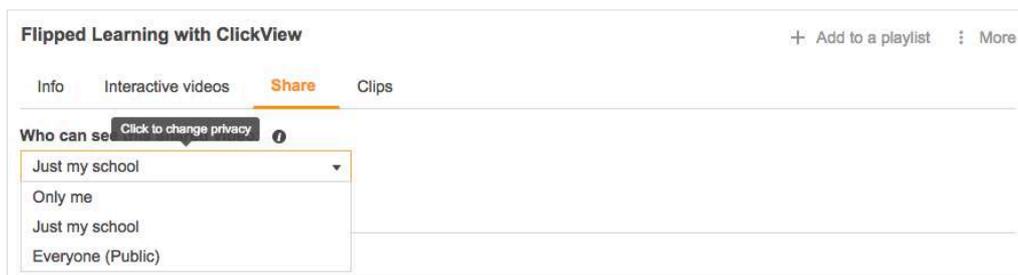
When the video has finished transcoding it will appear in your Workspace.



Once the video has been added to your Workspace you can create a direct link to the video by selecting your preferred sharing method by clicking on the share button on the right hand side.

*Note: Upload times may vary depending on video quality/ size and Internet connection speeds.*

By altering the privacy level for the video in the options at the top of the pop up menu you can regulate who has access to the video. You will be presented with the options of '**Only me**', '**Just my school**' or '**Everyone (Public)**'.



You can choose from three security levels for each video and these options can be changed at any time to activate or deactivate access to the video.

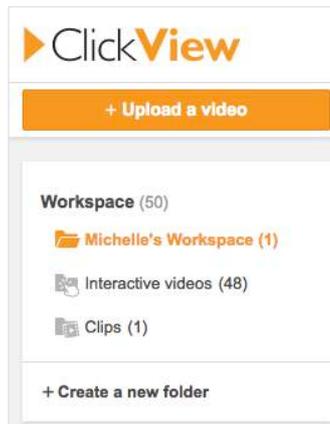
- **Only me** - The video is only accessible from your Workspace and cannot be accessed via a direct link.
- **Just my school** - The video can be accessed by a direct web link or embedded in a web page, but can only be accessed by your school's ClickView Online users.
- **Everyone (Public)** - The video can be accessed by a direct web link or embedded in a web page and can be accessed publicly with no login required to view the video.

*Note:*

- *Only teachers can share material publicly by default - students have the privacy options of 'Only me' and 'Just my school'.*
- *Students can be enabled for Public Sharing via the school's Online Administrator suite.*
- *The same security options are also available to regulate Playlist access.*

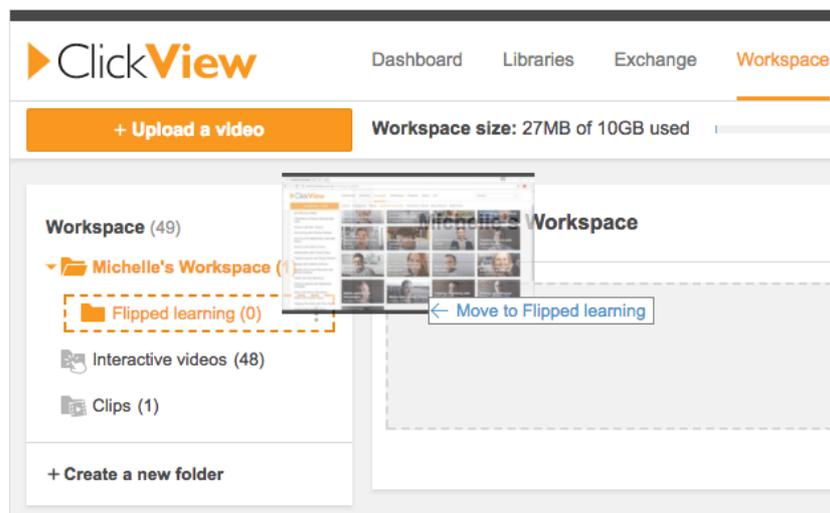
## Creating Folders in Workspace

To enable users to organise their Workspaces, ClickView has now enabled folder creation. To create subfolders within your Workspace select **'Create a new folder'**.

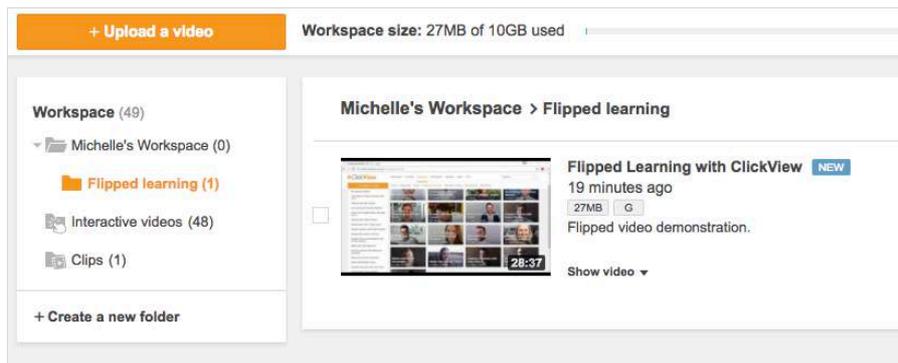


Enter the name for your folder in the input box and click **'Save'**.

Your new folder will now appear in the Workspace folder listing on the left hand side. You can now grab any video thumbnail within the Workspace and drag it into your preferred folder.

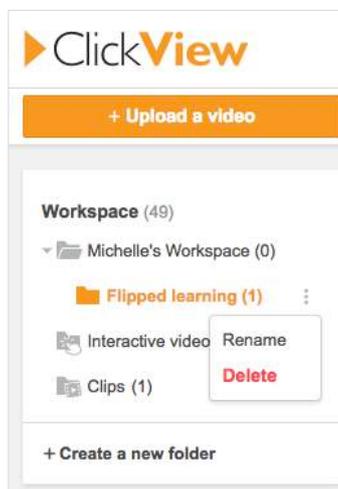


Once complete, your video will disappear from its original location and appear in the new folder.



Note: Interactive videos cannot be added to any folder other than the **'Interactive videos'** folder.

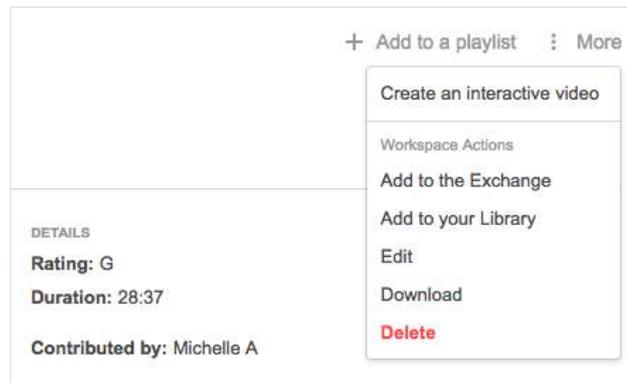
Folders can be renamed or deleted at any stage by clicking on the three dots next to the folder.



## Editing Videos in Workspace

Videos uploaded into a user's Workspace can be edited using the ClickView Cloud Editor. To access the Cloud Editor select the video you would like to edit from your Workspace. This will open the video playback window.

To edit a video within a user's Workspace select **'Edit'** under the **'More'** dropdown menu underneath your video in the top right hand corner.

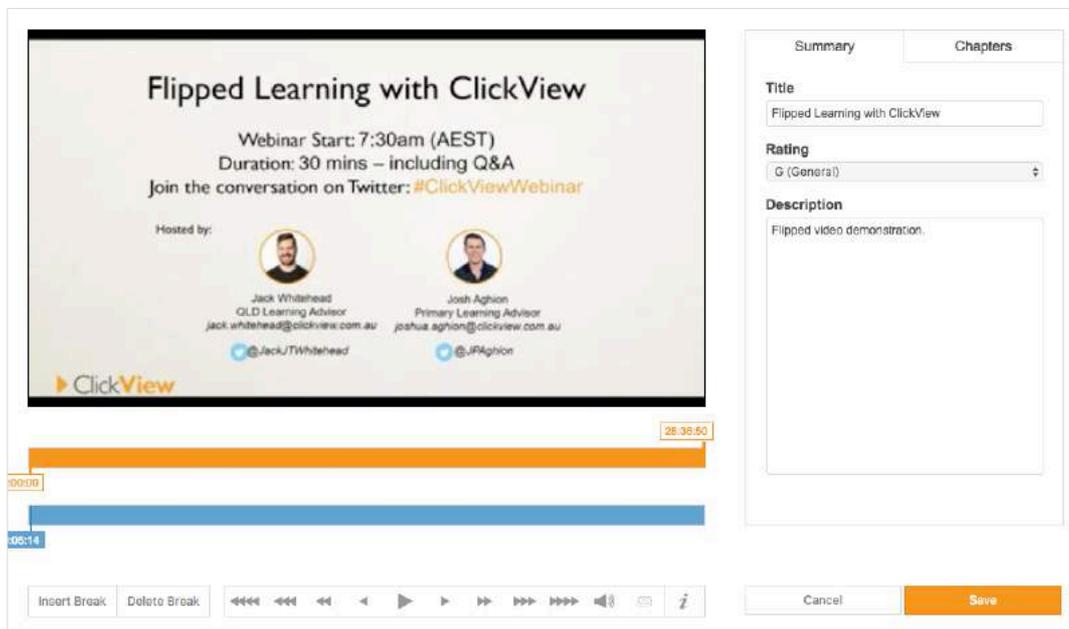


*Note: Users are able to download videos stored in their Workspace under the **'More'** dropdown menu.*

To launch the ClickView Cloud Editor select the orange launch button. When the Cloud Editor launches it will load a 240p resolution copy of the video to save bandwidth whilst editing. Once the edit has been completed, all the original resolutions will be available for the edited version.



When the Cloud Editor has loaded you will be presented with the editing suite. To ensure you do not overwrite the original file you will need to give the edit a new title and check/amend the rating and description.



To begin editing your selected video, select your start and end points using the orange bar.



*Note: You can make fine adjustments to your edit by using the Keyboard Shortcuts beneath the editing suite.*

Keyboard Shortcuts			
g	Play/Pause	h	+0.5 secs
Space	Insert break-point	J	+1 secs
Del	Delete break-point	k	+10 secs
-	Select previous breakpoint	l	+60 secs
+	Select next breakpoint		
f	-0.5 secs		
d	-1 secs		
s	-10 secs		
a	-60 secs		

To add chapters to your edit, select the end of your first chapter using the blue bar then click the **'Insert Break'** button. To select the start point for your next chapter, move the break point cursor through the video to your chapter start location then click the Insert Break button. This will split your video into three chapters.



This process can be repeated as many times as necessary.

*Note: Chapters can be a minimum of 3 seconds long.*

The chapters created will now be displayed in the **'Chapters'** tab located next to the **'Summary'** tab where the title was amended.

Summary	Chapters
	Chapter <span style="float: right;">X</span> 00:00:00 04:16:81
	Chapter 04:16:81 14:46:81
	Chapter 14:46:81 28:36:50

You can rename the Chapters by clicking on the Chapter name and typing your new title.

To remove chapters, click on the X at the end of the chapter listing or double click on the section of the blue bar you wish to remove.

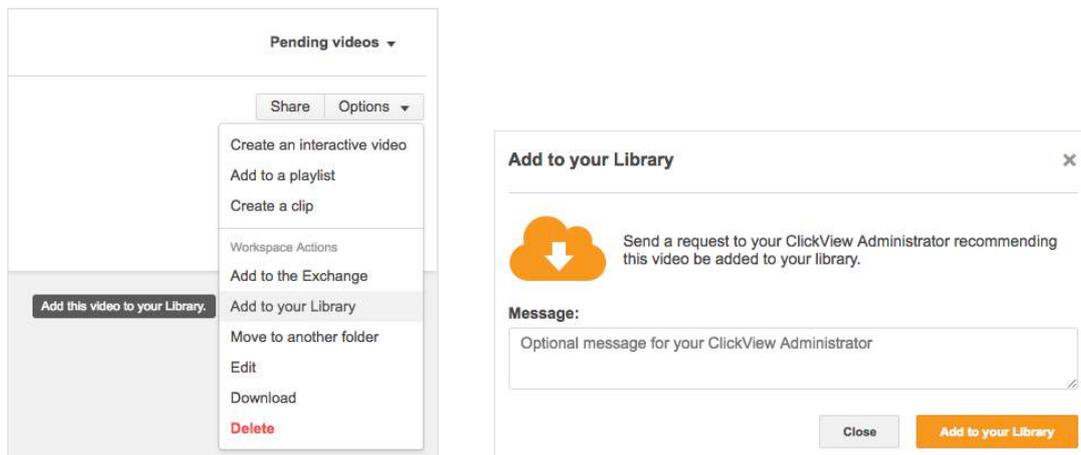
If a mistake is made, the removed chapter can be reinserted by clicking on the X at the end of the chapter listing or double clicking on the section of the blue bar you wish to reinsert.

To finalise your edit click the **'Save'** button.



Your chapters will be spliced together and any removed chapters will not be present in your edited copy. Once complete you will be prompted to return to your Workspace.

If you would like to add a video from your Workspace to the school's library, select **'Add to your Library'** in the **'Options'** dropdown menu and send a request to your ClickView Administrator to add this video to your library.



### **Presenter Top Tips**

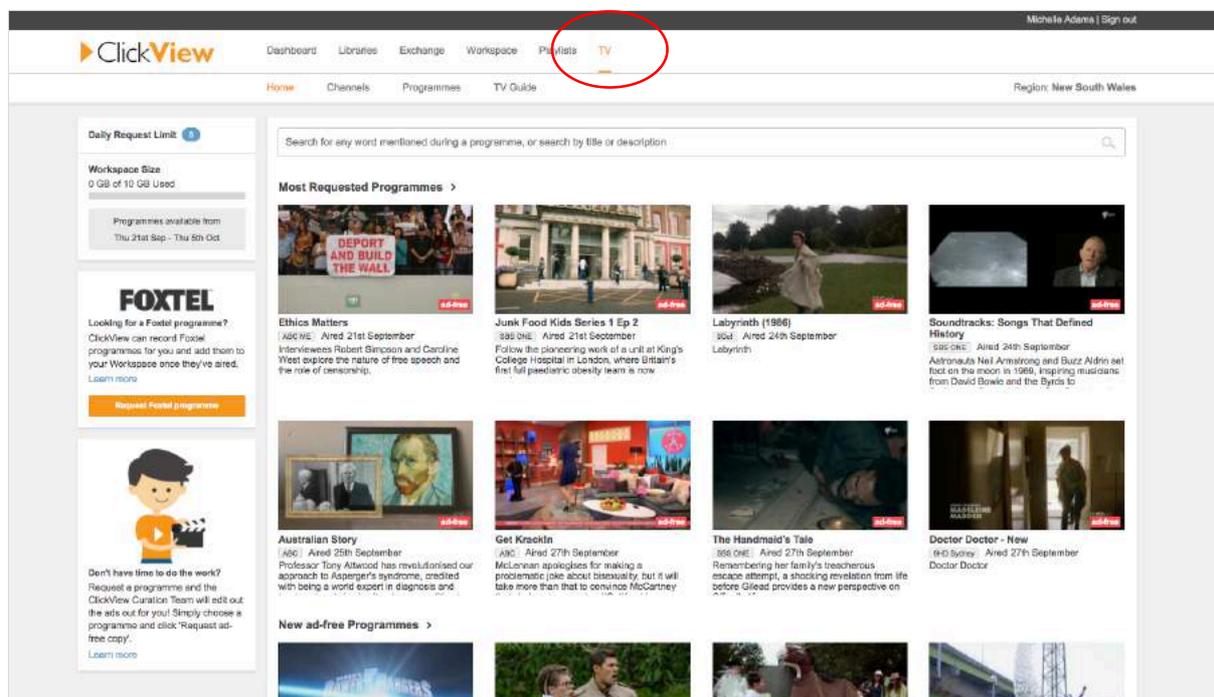
- Ensure you have a selection of videos available in your Workspace to demo the Cloud Editor before beginning this tutorial.
- Always rename your edited video to ensure the original copy is retained in case mistakes are made.

## ClickView TV

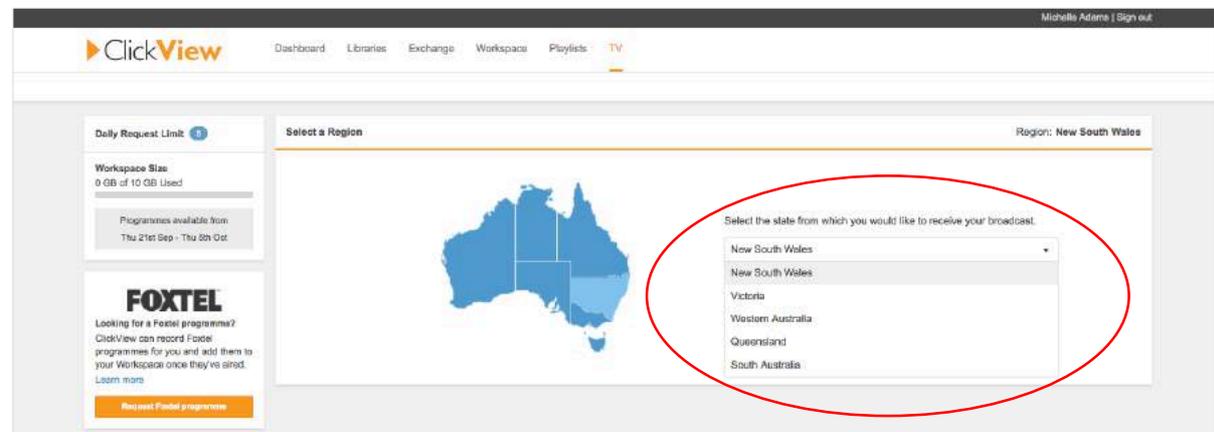
ClickView TV is a TV recording service that allows you to go back in time up to 14 days and choose from thousands of TV programmes recorded from free-to-air digital channels. You can edit, share, and download any programme from ClickView TV or even push them to your Library Server/Publisher.

The sheer variety of content available makes ClickView TV invaluable when sourcing educational content. Finding programmes is made easy by allowing you to browse by popularity, programme name, channel, and even keywords in subtitle text

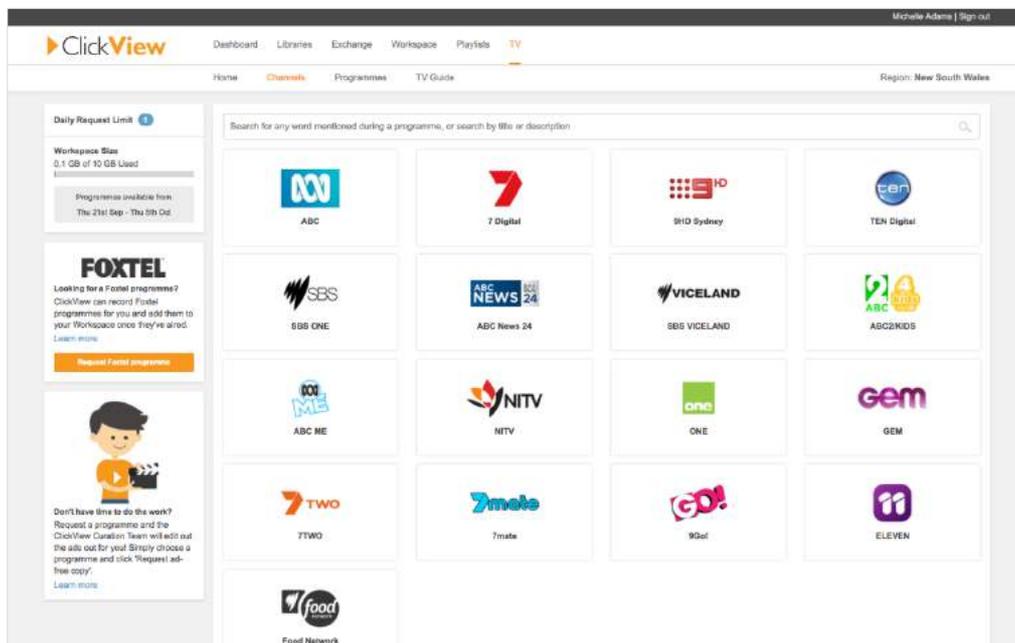
To add videos to your Workspace from ClickView TV, first click on the **'TV'** tab in the Navigation bar at the top of the page.



Select your state from the drop-down menu.

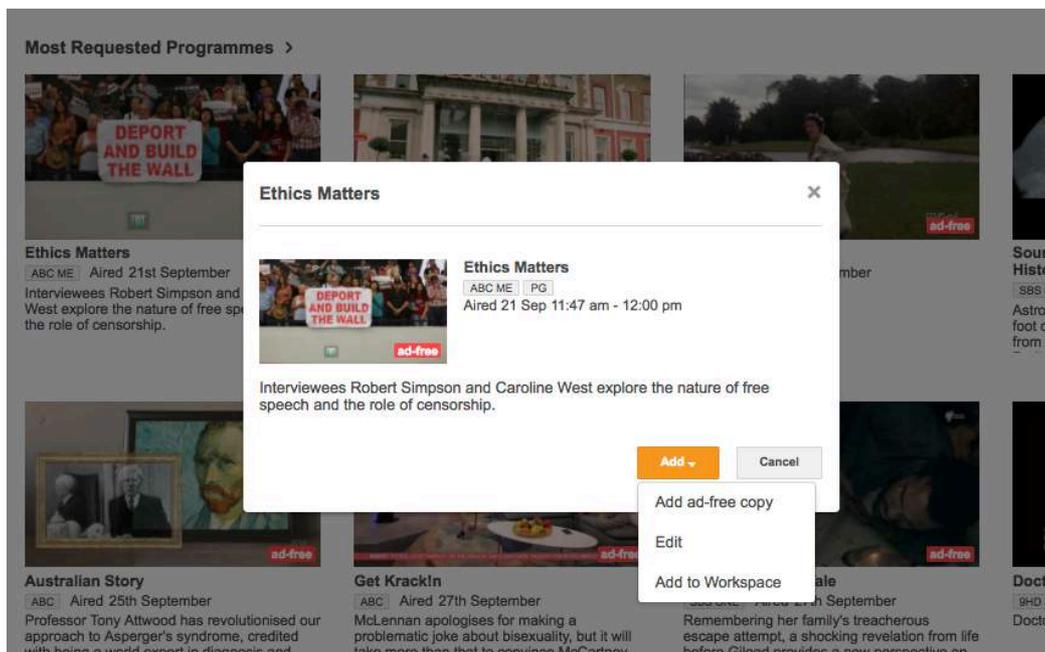


Select a video through any of the browsing methods. You can search based on popularity, channel, programme name or even keywords in subtitle text.



When you have selected the TV programme you would like to access you are given three options:

You can request an ad-free copy where our content team will review the video and remove all of the ads for you. This usually takes between 48 and 72 hours and will appear in your workspace once completed.



You can also edit the video yourself or push it directly to your workspace with the ads included. This generally takes a few minutes to appear in your workspace.

Remember, from your workspace, you can push the video to the exchange or your publisher so that you can free up space from your workspace.

It may take a couple of minutes for the video to become available in your Workspace depending on its size. While the video is uploading, you can monitor its progress through the '**Pending Videos**' tab of the Workspace page.

It may take a couple of minutes for the video to become available in your Workspace depending on its size. While the video is uploading, you can monitor its progress through the '**Pending Videos**' tab of the Workspace page.

*Note: Once a show has been added to your Workspace from ClickView TV it is no longer subject to the 14 day recording window.*

### **Presenter Top Tips**

- ClickView TV captures all shows available on free-to-air TV within the last 14 days.
- The Queensland instance of ClickView TV has a 4-week recording window, so if you miss a show in another state check Queensland.
- All shows transmitted with Closed Captions will have these available by default in ClickView TV.
- All programmes will need to be mapped to the curriculum as they are added to the school library.
- All shows are available in every resolution the channel transmits in.

## ClickView Interactive Videos

ClickView Interactive Videos beta was launched at the end of 2015 as an exciting new addition to ClickView Online. Designed to make video more engaging for students, ClickView Interactive Videos enable teachers to set quick informal assessments for the topic they are covering.

As part of the new ClickView Interactive Videos suite, teachers now have the ability to observe analytics for each interactive video they share using our simple analytics tools, teachers can quickly identify learning gaps for one particular student or for the entire class, making it a valuable tool to improve learning outcomes.

*Note: Before beginning this section of the Train the Trainer guide please ensure you have completed the Library, ClickView Exchange and Workspace sections of this guide.*

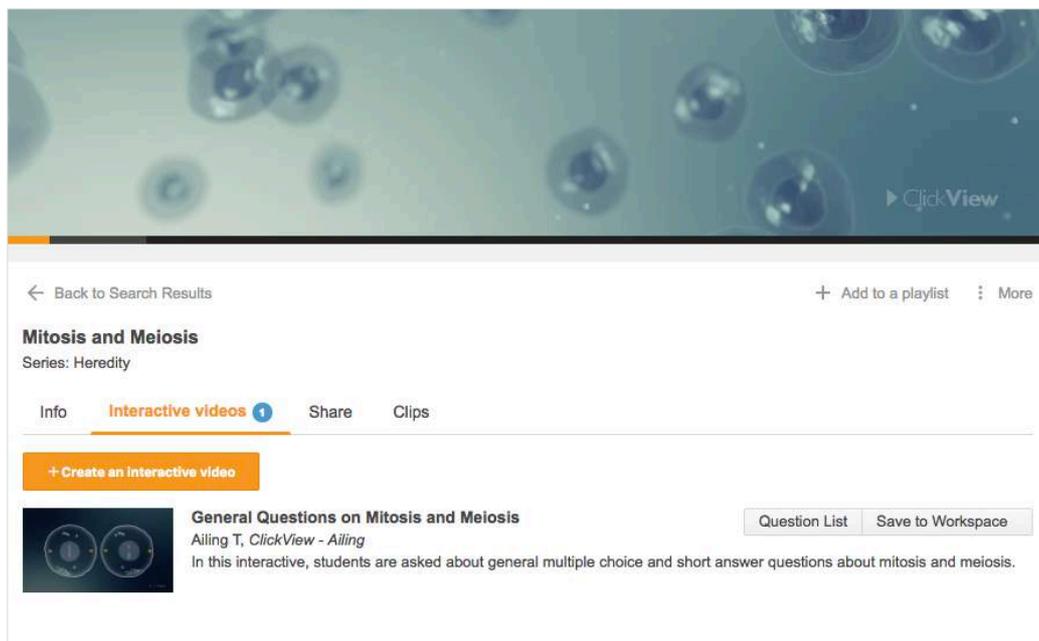
## Using an Existing Interactive Video

Many of the videos available within the ClickView Curriculum Libraries and the ClickView Exchange already have interactive videos available with them.

You can easily see if a video has an interactive element available by looking for the Interactive logo in the video information.



To discover the interactive elements available for your selected video click the **'Interactive videos'** tab in the video playback window.



Where the interactive video was created will dictate who can view, share and edit that interactive video. This is summarised below:

- Created in the school's ClickView Library** - Available to all teachers with access to the school's ClickView Library.
- Created in the ClickView Exchange** - Available to all teachers with access to the ClickView Exchange.
- Created in the user's Workspace** - Available only to the user who created the interactive video.

*Note: You will need to ensure your students are set up with individual user accounts or single sign on (SSO) before using interactive videos.*

Any available interactive videos will now be listed in the **'Interactive videos'** tab.

To quickly view a summary of the questions an interactive video contains click on **'Question List'**. You can also print these questions as worksheets for your lesson.

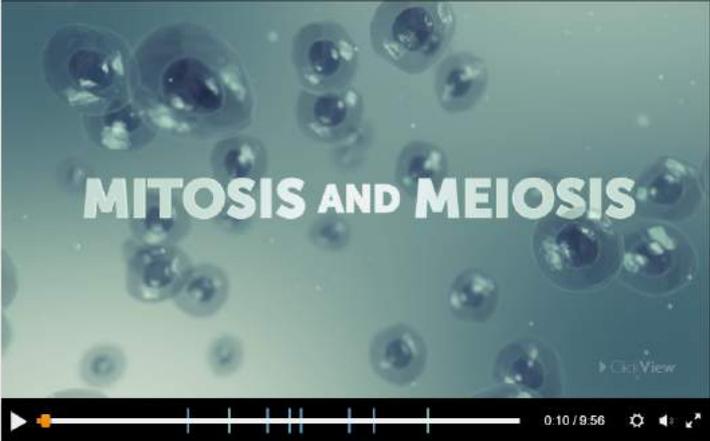
### Question List

	<b>Multiple Choice</b>	3:06	Which of the following shows the correct order of the stages in the cell cycle?
	<b>Short Answer</b>	3:57	What are the four stages of mitosis?
	<b>Multiple Choice</b>	4:44	During metaphase, mitosis chromosomes
	<b>Multiple Choice</b>	5:12	In which stage do the nuclear envelopes form around the separate sets of chromosomes:
	<b>Multiple Choice</b>	5:26	After mitosis, the daughter cells contain:
	<b>Multiple Choice</b>	6:26	Meiosis: (Choose all options that apply)
	<b>Multiple Choice</b>	6:56	Crossing over is when:
	<b>Short Answer</b>	8:02	Give an advantage of crossing over in terms of genetic variability among species.

[Save to Workspace](#) [Print as Worksheet](#) [Close](#)

To preview the video from the students' view, click on the **'Preview'** button on the right hand side.

General Questions on Mitosis and Meiosis



0:10 / 9:56

*Note: The coloured bars on the chapter progress bar dictate where questions will appear. Different coloured bars correspond to different question formats.*

To edit or share an existing interactive video select the orange **'Save to Workspace'** button on the right hand side. You will now be presented with three options.

Share this interactive video ×

---

A copy of the interactive **General Questions on Mitosis and Meiosis** has been saved to your Workspace. You can edit or share with students at anytime.



Add or remove any questions, annotations or images from this video.

[Edit](#)



Share this interactive video with your students and analyse their results.

[Share with your students](#)



All interactive videos you create or copy will appear in your workspace.

[View in your Workspace](#)

## Edit

Selecting the **'Edit'** option will enable you to add, modify or differentiate the existing questions to meet your lesson format or the level of the students on your class.

Select a question to show at 1:51



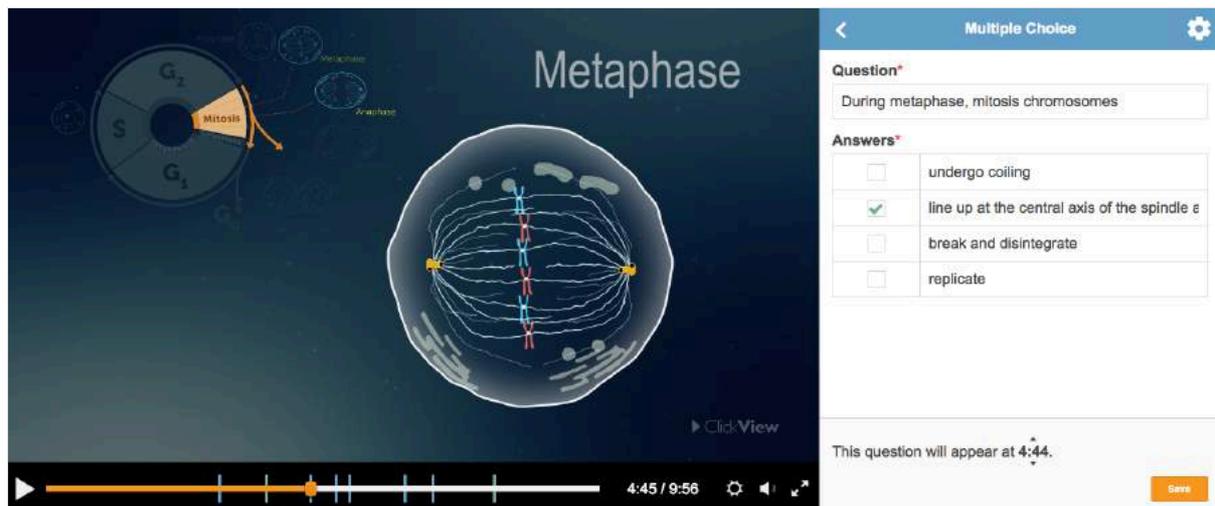
To add a new question, pause the video at the point you wish to insert the question. Select the question type you would like to add from the six types available on the right.

Enter your question and any applicable information e.g. answers for multiple choice.

If you need to modify the time at which the question appears you can achieve this using the time stamp adjustment function at the bottom of the question panel.

To complete the question click the orange **'Save'** button at the bottom of the question panel.

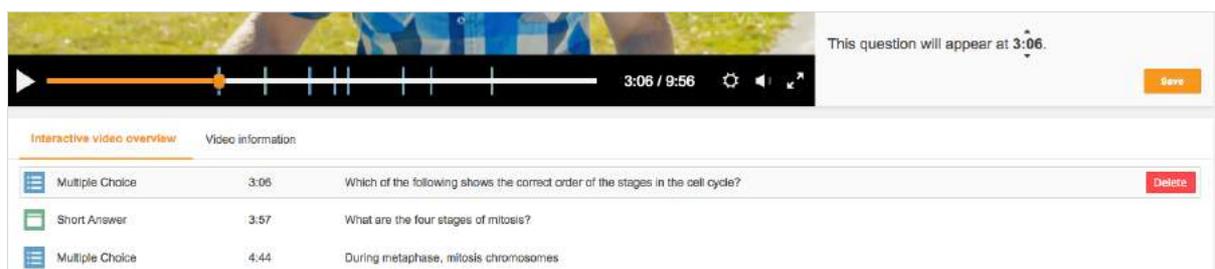
Your question will now be time stamped against that part of the video.



The screenshot shows a video player interface. On the left, a video frame displays a cell in metaphase with chromosomes aligned at the equator. A circular inset shows the cell cycle stages: G<sub>1</sub>, S, G<sub>2</sub>, and Mitosis. The word 'Metaphase' is written in large text. On the right, a 'Multiple Choice' question panel is visible. The question is: 'During metaphase, mitosis chromosomes'. The answers are: 'undergo coiling', 'line up at the central axis of the spindle e', 'break and disintegrate', and 'replicate'. The second answer is selected with a green checkmark. Below the question, it says 'This question will appear at 4:44.' and there is a 'Save' button.

To amend an existing question select the question you wish to change from the **'Interactive video overview'** tab beneath the Web Player window.

To delete the question in its entirety select the red **'Delete'** button on the right hand side.

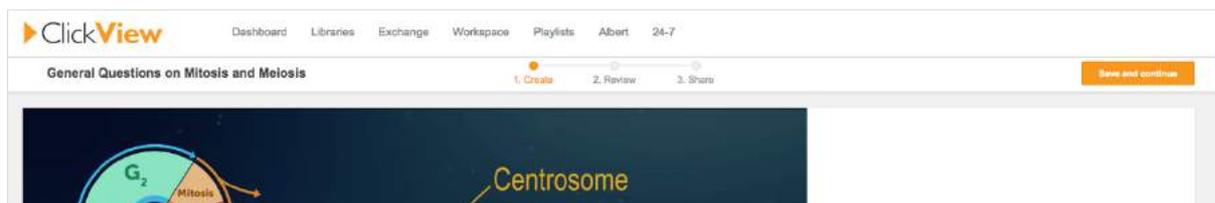


The screenshot shows the 'Interactive video overview' tab. At the top, a video player shows a person's hands holding a blue and white checkered cloth. Below the player is a table of questions:

Question Type	Time	Question Text	Action
Multiple Choice	3:06	Which of the following shows the correct order of the stages in the cell cycle?	Delete
Short Answer	3:57	What are the four stages of mitosis?	
Multiple Choice	4:44	During metaphase, mitosis chromosomes	

Selecting the question will open up the editing panel where you can change the wording, answers or adjust the timing. Ensure you click the **'Save'** button once you have completed your changes.

Once you have completed your changes to the interactive video you can save this to your Workspace as a new version by selecting the **'Save and continue'** button.

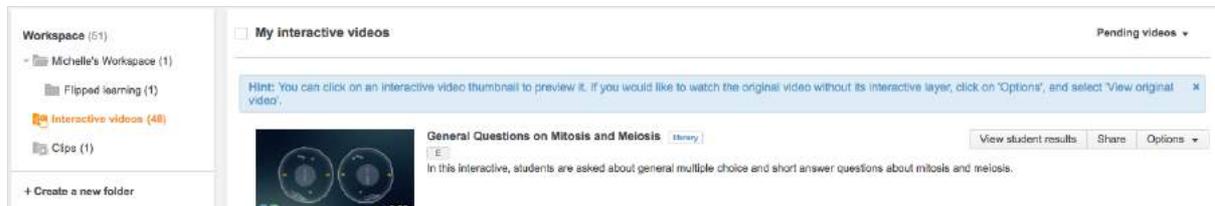


The screenshot shows the ClickView workspace. At the top, there are navigation links: Dashboard, Libraries, Exchange, Workspace, Playlists, Albert, and 24-7. Below that, the title 'General Questions on Mitosis and Meiosis' is displayed. To the right of the title are three steps: 1. Create, 2. Review, and 3. Share. A 'Save and continue' button is visible on the right. Below the workspace header, a video frame shows a cell cycle diagram with 'Centrosome' labeled.

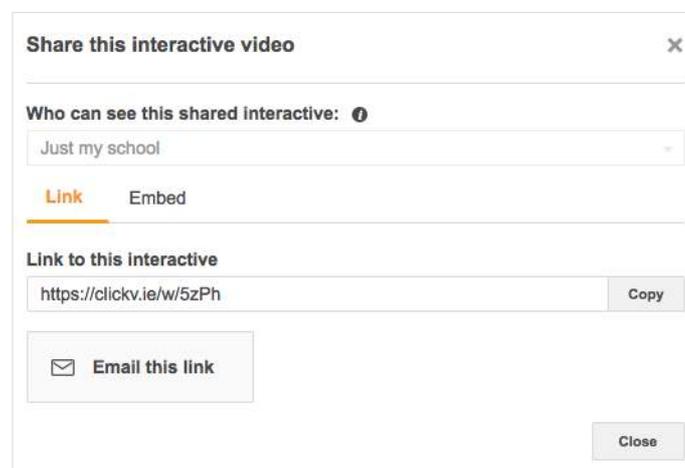
Your amended video can now be found in your **'Interactive videos'** folder in your Workspace.

## View in your Workspace

By selecting the **'View in your Workspace'** option an unchanged copy of the interactive video will be copied to your **'Interactive videos'** folder.



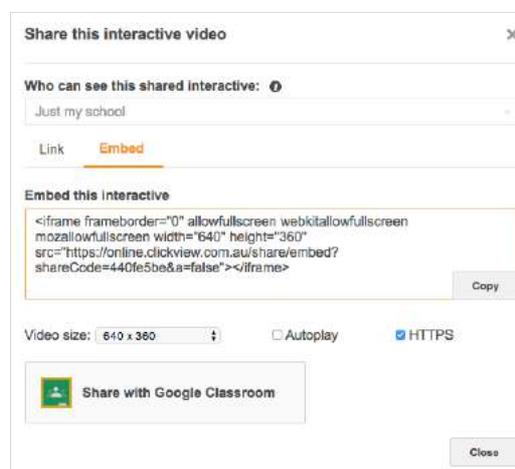
You can now share videos from your **'Interactive videos'** folder by selecting the **'Share'** option on the right hand side.



You will now be presented with the sharing options.

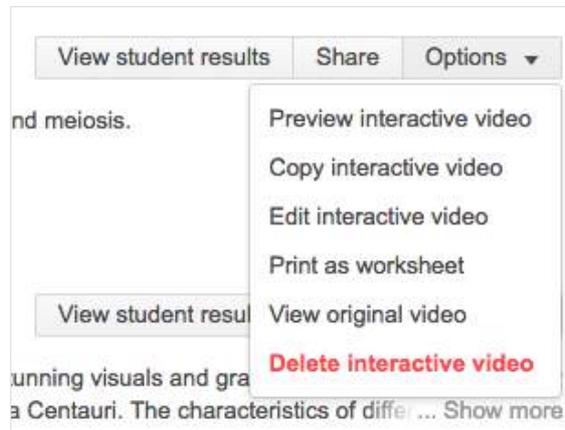
## Share

Selecting the **'Share'** option will present you with the same options as clicking on the share options in the Workspace. In addition, a copy of the video will be added to your Workspace's **'Interactive videos'** folder.



## Interactive Videos in the Workspace

You can **'Preview', 'Copy', 'Edit', 'Print as worksheet', 'View original video'** or **'Delete interactive video'** from your Workspace at any time by selecting the **'Options'** button on the far right.



*Important: If an interactive video is deleted from a user's Workspace, any student results attached to that video will be deleted with the video.*

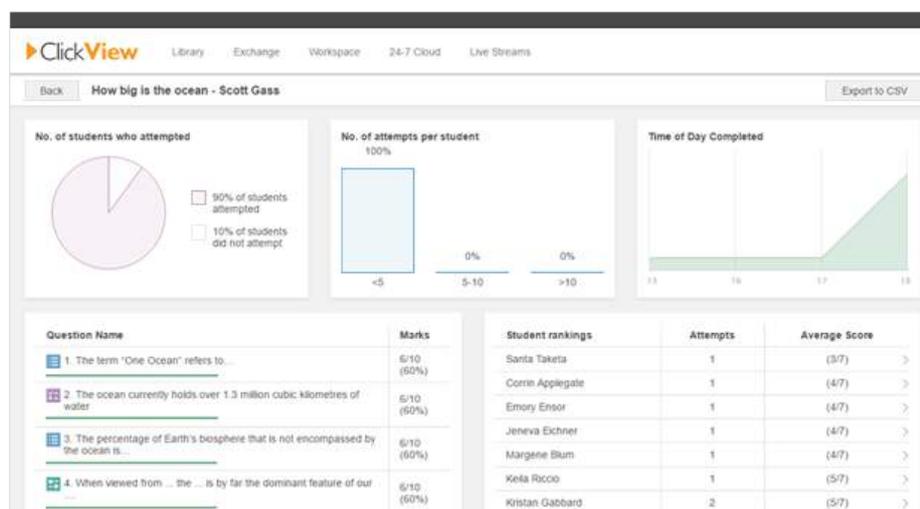
## Student Results

One of the greatest features of our ClickView Interactive Videos is the ability to monitor student performance. The interactive video analytics tools allows teachers to gain a detailed understanding of student results, and identify gaps in learning.

To view the student results for an interactive video, select the **'Interactive videos'** folder in the Workspace. Then click on **'View Student Results'** for the interactive video you wish to view the results from.

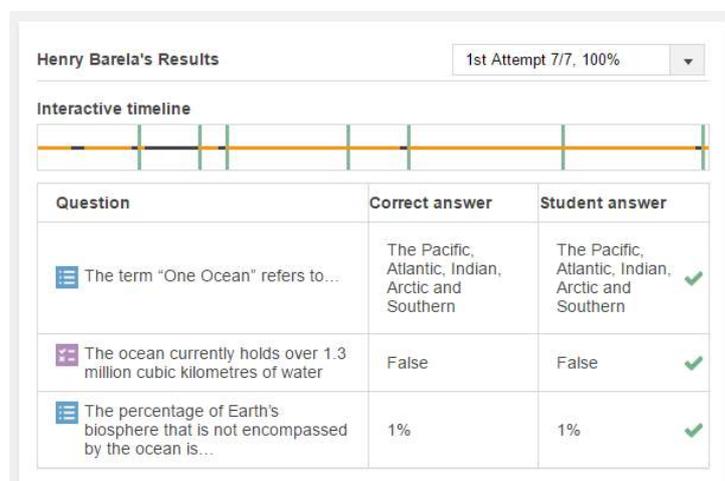


You will now be presented with the class results for that video.



ClickView Interactive Videos are designed as an informal assessment tool, consequently students can answer the questions as many times as they like. Each attempt at a question will be logged in the student results page.

To view an individual student's results, select an individual student from the class list on the right hand side. This will open the individual student's results.



If a student has not viewed the entire video there will be black gaps in their interactive timeline. This feature allows the teacher to quickly identify gaps in student knowledge and redirect the student to an appropriate resource.



Selecting the 'Export to CSV' button at the top of the results screen allows the class results to be exported to be added to a mark book.

*Note: Students do not receive automated results at the end of the video.*

### *Presenter Top Tips*

- If you are going to be using multiple interactive videos with the same class create new copies for each video.

### *Professional Development Activity – Interactive Videos (30 mins)*

It is important to familiarise your staff with the interactive video set up procedure. Divide the session participants into pairs. We are going to practice the set up procedure.

#### Task 1

- 1: Ask session participants to locate an existing interactive video.
- 2: Ask session participants to share their selected video with their partner for them to answer.
- 3: Ask session participants to review their partner's answers in the student results page and email them feedback.

#### Task 2

- 1: Ask session participants to locate an existing interactive video.
- 2: Ask session participants to modify their selected video.
- 3: Participants can share the modified video with their partner for them to answer.
- 4: Ask session participants to review their partner's answers in the student results page and email them feedback.

## Additional Resources

At ClickView we are proud of the intuitive nature of our solution, however we also understand adopting new technology can take a little time to get used to. To assist your staff in getting up to speed with ClickView, we also provide a number of other free Professional Development resources including:

### ClickView Online Help Centre

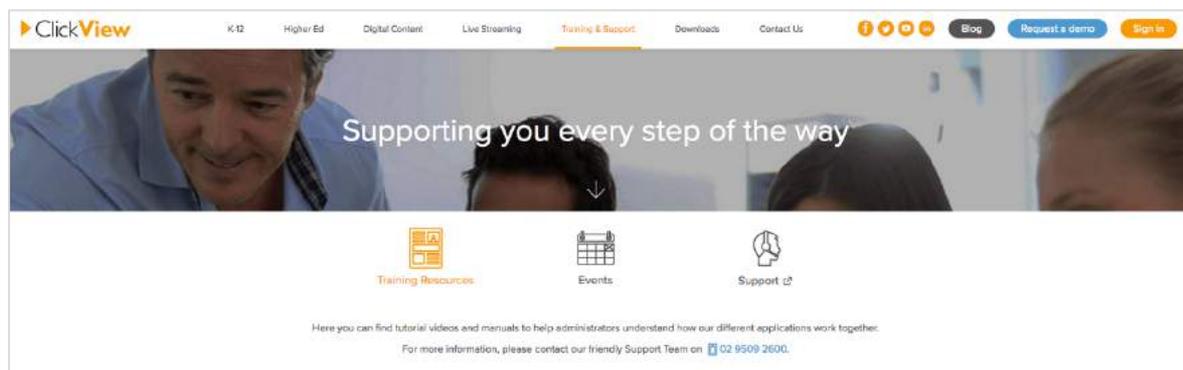
This can be found by selecting from the black bar across the top of your ClickView Online home screen. The ClickView Online Help Centre contains a wealth of information and how-to guides on all aspects of ClickView Online and is available to all users.

The screenshot shows the ClickView Online Help Centre interface. At the top, there is a navigation bar with the ClickView logo and links for Dashboard, Libraries, Exchange, Workspace, Playlists, and TV. Below this is a dark blue header with the text 'Welcome to ClickView Help Centre. We are here to help!' and a search bar. To the right of the search bar is a 'Contact Us' button. The main content area features two large cards: 'Using ClickView' with a play button icon and 'Administering ClickView' with a laptop icon. The 'Using ClickView' card includes a sub-heading and a brief description of helpful tutorials. The 'Administering ClickView' card includes a sub-heading and a brief description of KB and Troubleshooting articles.

## ClickView Training and Support Web Page

This can be accessed at: [www.clickview.com.au/training-and-support](http://www.clickview.com.au/training-and-support)

This page contains pdf guides, how-to videos and all information concerning our latest library updates.



*Note: All new information regarding library updates will also be sent to your school's designated school contacts via email.*

## ClickView Technical Support Team

This page contains pdf guides, how to videos and all our latest update information.

**Note:** All new information regarding updates will also be sent to your school's designated school contacts via email.

### ClickView Technical Support team

ClickView Technical support are there to help you every step of the way. If you have any questions regarding your schools ClickView set up please do not hesitate to contact Joe or the Support Team.

*ClickView Technical Support: (+61) 02 9509 2650*

ClickView Technical support understand that schools are busy places so we have now introduced our Technical Support appointments system, so you can get the help that you need at a time that is convenient for you. To book an appointment go to:

[Appointments.ClickViewsupport.com](http://Appointments.ClickViewsupport.com)

### ClickView Advisor

Your dedicated ClickView Advisor is here to help arrange on site Professional Development, assist you increasing awareness across your school and to make sure you get the most out of your school's ClickView subscription. If you are unsure who your ClickView Advisor is, please contact:

[info@clickview.com.au](mailto:info@clickview.com.au)

For the direct contact details of your ClickView Advisor.

## **Onsite Professional Development**

To arrange onsite professional development for your team with a ClickView Trainer please contact your ClickView Advisor or the ClickView Academy:

[info@clickview.com.au](mailto:info@clickview.com.au)

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